

V500 Series

IP Phone

Models:

V500-T1

V501-T1

User's Guide

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ZyXEL
www.zyxel.com

About This User's Guide

Intended Audience

This manual is intended for people who want to configure the devices in the V500 Series using the LCD screen and/or web configurator. You should have at least a basic knowledge of TCP/IP networking concepts and topology.

Related Documentation

- Quick Start Guide
The Quick Start Guide is designed to help you get up and running right away. It contains information on setting up and configuring the V500.
- Web Configurator Online Help
Embedded web help for descriptions of individual screens and supplementary information.
- Support Disc
Refer to the included CD for support documents.
- ZyXEL Web Site
Please refer to www.zyxel.com for additional support documentation and product certifications.

User Guide Feedback

Help us help you. Send all User Guide-related comments, questions or suggestions for improvement to the following address, or use e-mail instead. Thank you!

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Document Conventions

Warnings and Notes

These are how warnings and notes are shown in this User's Guide.



Warnings tell you about things that could harm you or your device.



Notes tell you other important information (for example, other things you may need to configure or helpful tips) or recommendations.

Syntax Conventions

- The V500-T1 or V501-T1 may be referred to as the “V500”, the “device”, the “system” or the “product” in this User’s Guide.

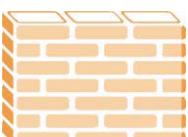


The V500 Series includes the V500-T1 and the V501-T1. Illustrations used throughout this book are based on the V500-T1.

- Product labels, screen names, field labels and field choices are all in **bold** font.
- A key stroke is denoted by square brackets and uppercase text, for example, [ENTER] means the “enter” or “return” key on your keyboard.
- “Enter” means for you to type one or more characters and then press the [ENTER] key. “Select” or “choose” means for you to use one of the predefined choices.
- A right angle bracket (>) within a screen name denotes a mouse click. For example, **Maintenance > Log > Log Setting** means you first click **Maintenance** in the navigation panel, then the **Log** sub menu and finally the **Log Setting** tab to get to that screen.
- Units of measurement may denote the “metric” value or the “scientific” value. For example, “k” for kilo may denote “1000” or “1024”, “M” for mega may denote “1000000” or “1048576” and so on.
- “e.g.,” is a shorthand for “for instance”, and “i.e.,” means “that is” or “in other words”.
- Screens reproduced here for demonstration purposes may not exactly match the screens on your device.

Icons Used in Figures

Figures in this User's Guide may use the following generic icons. The V500 icon is not an exact representation of your device.

V500 	Computer 	Notebook computer 
Server 	DSLAM 	Firewall 
Telephone 	Switch 	Router 

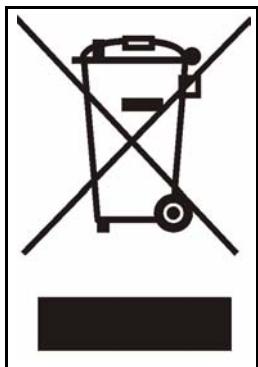
Safety Warnings



For your safety, be sure to read and follow all warning notices and instructions.

- Do NOT use this product near water, for example, in a wet basement or near a swimming pool.
- Do NOT expose your device to dampness, dust or corrosive liquids.
- Do NOT store things on the device.
- Do NOT install, use, or service this device during a thunderstorm. There is a remote risk of electric shock from lightning.
- Connect ONLY suitable accessories to the device.
- Do NOT open the device or unit. Opening or removing covers can expose you to dangerous high voltage points or other risks. ONLY qualified service personnel should service or disassemble this device. Please contact your vendor for further information.
- Make sure to connect the cables to the correct ports.
- Place connecting cables carefully so that no one will step on them or stumble over them.
- Always disconnect all cables from this device before servicing or disassembling.
- Use ONLY an appropriate power adaptor or cord for your device. Connect it to the right supply voltage (for example, 110V AC in North America or 230V AC in Europe).
- Do NOT allow anything to rest on the power adaptor or cord and do NOT place the product where anyone can walk on the power adaptor or cord.
- Do NOT use the device if the power adaptor or cord is damaged as it might cause electrocution.
- If the power adaptor or cord is damaged, remove it from the device and the power source.
- Do NOT attempt to repair the power adaptor or cord. Contact your local vendor to order a new one.
- Do not use the device outside, and make sure all the connections are indoors. There is a remote risk of electric shock from lightning.
- Do NOT obstruct the device ventilation slots, as insufficient airflow may harm your device.
- If you wall mount your device, make sure that no electrical lines, gas or water pipes will be damaged.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected Ethernet cables must all be completely indoors.

This product is recyclable. Dispose of it properly.



Contents Overview

Introduction	29
Introduction	31
Hardware	35
Tutorials	45
LCD Screen Menus	59
Using the LCD Screen	61
The Phonebook	69
LCD Menus: Basic Settings	77
LCD Menus: Advanced	103
The Web Configurator	159
Introducing the Web Configurator	161
Status Screens	167
Network Setup	173
SIP Account Setup	177
Phone Setup	193
The Phone Book	201
Maintenance and Troubleshooting	211
System	213
Logs	219
Tools	221
Troubleshooting	227
Appendices and Index	233

Table of Contents

About This User's Guide	3
Document Conventions.....	4
Safety Warnings.....	6
Contents Overview	9
Table of Contents.....	11
List of Figures	19
List of Tables.....	25
Part I: Introduction.....	29
Chapter 1	
Introduction.....	31
1.1 Overview	31
1.2 Applications	32
1.2.1 Make Calls via Internet Telephony Service Provider	32
1.2.2 Make Calls via IP-PBX	33
1.2.3 Make Peer-to-peer Calls	33
1.3 Ways to Manage the V500	34
1.4 Good Habits for Managing the V500	34
Chapter 2	
Hardware.....	35
2.1 Overview	35
2.2 Physical Features	35
2.2.1 The LCD Screen	40
2.2.2 Resetting the V500	40
2.3 Phone Functions	40
2.3.1 Making a Call	40
2.3.2 Receiving a Call	41
2.3.3 Ending a Call	41
2.3.4 Changing the Volume	41
2.3.5 Muting a Call	42
2.3.6 Placing a Call on Hold	42

Table of Contents

2.3.7 Using Voicemail	42
2.3.8 Making Conference Calls	42
2.3.9 Transferring a Call	43
Chapter 3 Tutorials	45
3.1 Overview	45
3.2 Setting Up a Network Connection	45
3.3 Configuring VoIP Options Automatically	47
3.3.1 Configuring VoIP Options Manually	48
3.4 Placing a Call	50
3.4.1 Receiving an Incoming Call on a 2nd Line	51
3.5 Making a Conference Call	53
3.6 Retrieving Voice Mail	55
3.7 Setting the Time on Your V500	57
Part II: LCD Screen Menus	59
Chapter 4 Using the LCD Screen	61
4.1 Overview	61
4.2 The Navigation Pad	61
4.3 The Keypad	62
4.4 Working with the LCD Menus	63
4.4.1 LCD Menu Syntax Conventions	63
4.4.2 Entering Numbers, Letters and Symbols	64
4.5 Enabling and Disabling Features	64
4.6 LCD Menu Overview	65
4.7 The LCD Status Screen	67
Chapter 5 The Phonebook.....	69
5.1 Overview	69
5.2 Add a Phonebook Entry	69
5.3 Edit a Phonebook Entry	72
5.4 Delete a Phonebook Entry	73
5.5 Call a Phonebook Contact	73
5.5.1 Search by Number	74
5.5.2 Search by Name	75
5.6 Calling a Number Not in the Phonebook	75

Chapter 6	
LCD Menus: Basic Settings	77
6.1 Overview	77
6.2 Entering the Menu System	77
6.3 The System Info Menu	78
6.3.1 Firmware Version	79
6.3.2 IP Address	79
6.3.3 VoIP Status	80
6.4 The Ring Setting Menu	81
6.4.1 The Ring Type Menu	82
6.5 The Volume Setting Menu	82
6.5.1 Volume Screen	83
6.6 The Call Preference Menu	84
6.6.1 Call Forward	85
6.7 The Phonebook Menu	91
6.7.1 Contact List	92
6.7.2 Caller Group	92
6.7.3 Block List	94
6.7.4 DND White List	95
6.7.5 The Speed Dial Menu	96
6.8 The Advanced Setting Menu	98
6.9 The System Restart Menu	99
6.10 The Logo Setting Menu	100
6.10.1 The Logo Setting - Edit Screen	101
Chapter 7	
LCD Menus: Advanced.....	103
7.1 Overview	103
7.1.1 What You Can Do in This Chapter	103
7.2 The Advanced Setting Menu	103
7.3 The Network Setting Menu	104
7.3.1 The PPPoE Menu	105
7.3.2 Static IP	109
7.3.3 DHCP	115
7.4 The SIP Configuration Menus	116
7.4.1 Display Name	117
7.4.2 SIP Number	118
7.4.3 SIP Local Port	120
7.4.4 SIP Server Address	122
7.4.5 SIP Server Port	123
7.4.6 SIP Register Server	125
7.4.7 SIP Register Port	126
7.4.8 SIP Service Domain	128

Table of Contents

7.4.9 SIP Authentication ID	129
7.4.10 Authentication Password	131
7.4.11 Codec Priority	132
7.4.12 Voicemail Number	133
7.4.13 DNS SRV / DNS	134
7.4.14 Call ID	135
7.4.15 NAT Setting	135
7.4.16 Backup SIP Server (1 and 2)	142
7.5 The Auto Provision Menus	144
7.5.1 Protocol	145
7.5.2 Auto-provisioning Server Address	146
7.5.3 Auto-provisioning Server Port	148
7.5.4 Expire Time	149
7.5.5 Retry Time	151
7.6 Programmable Key	152
7.7 Display Adjusting	153
7.7.1 Contrast	154
7.7.2 Brightness	154
7.8 Call Feature Mode	155
7.8.1 PBX Mode	156
7.9 Language Support	157
 Part III: The Web Configurator	 159
 Chapter 8	
Introducing the Web Configurator	161
8.1 Overview	161
8.2 Accessing the Web Configurator	161
8.2.1 Title Bar	163
8.2.2 Navigation Panel	164
8.2.3 Main Window	165
8.2.4 Status Bar	165
 Chapter 9	
Status Screens	167
9.1 Overview	167
9.2 Status Screen	167
9.3 Packet Statistics	169
9.4 VoIP Statistics	170
 Chapter 10	
Network Setup.....	173

10.1 Overview	173
10.1.1 What You Can Do in This Chapter	173
10.1.2 What You Need to Know	173
10.2 Internet Connection	175
10.3 Management Port	176
Chapter 11	
SIP Account Setup.....	177
11.1 Overview	177
11.1.1 What You Can Do in This Chapter	177
11.1.2 What You Need to Know	177
11.2 SIP Settings Screen	178
11.2.1 Advanced SIP Setup Screen	181
11.3 SIP QoS Screen	185
11.4 Technical Reference	185
Chapter 12	
Phone Setup.....	193
12.1 Overview	193
12.1.1 What You Can Do in This Chapter	193
12.2 Phone Settings Screen	194
12.2.1 Voice Activity Detection/Silence Suppression	195
12.2.2 Comfort Noise Generation	196
12.2.3 Echo Cancellation	196
12.3 Phone Region Screen	196
12.4 Speed Dial Settings Screen	196
12.5 Programmable Feature Key Settings Screen	198
Chapter 13	
The Phone Book.....	201
13.1 Overview	201
13.1.1 What You Can Do in This Chapter	201
13.2 Call Forward Screen	202
13.3 Contact List Screen	204
13.4 Group List Screen	206
13.5 Block List Screen	207
13.6 DND White List Screen	208
Part IV: Maintenance and Troubleshooting	211
Chapter 14	
System	213

Table of Contents

14.1 Overview	213
14.1.1 What You Can Do in This Chapter	213
14.2 The General Screen	213
14.3 Time Setting Screen	216
Chapter 15	
Logs	219
15.1 Overview	219
15.2 Logs Screen	219
Chapter 16	
Tools.....	221
16.1 Overview	221
16.1.1 What You Can Do in This Chapter	221
16.2 Firmware Upload Screen	221
16.3 Configuration Screen	223
16.3.1 Backup Configuration	223
16.3.2 Restore Configuration	224
16.3.3 Back to Factory Defaults	225
16.4 Restart Screen	225
16.5 Ring Maintenance Screen	225
Chapter 17	
Troubleshooting.....	227
17.1 Overview	227
17.2 Power, Hardware Connections, and LEDs	227
17.3 V500 Access and Login	228
17.4 Internet Access	230
17.5 Phone Calls and VoIP	231
Part V: Appendices and Index	233
Appendix A Product Specifications.....	235
Appendix B Setting Up Your Computer's IP Address.....	241
Appendix C Pop-up Windows, JavaScripts and Java Permissions	265
Appendix D IP Addresses and Subnetting	271
Appendix E Legal Information	279
Appendix F Customer Support.....	283

Index.....289

List of Figures

Figure 1 Internet Telephony Service Provider Application	32
Figure 2 IP-PBX Application	33
Figure 3 Peer-to-peer Calling	33
Figure 4 Front Panel Hardware	35
Figure 5 Side Panel	38
Figure 6 Rear Panel Hardware	39
Figure 7 The V500 LCD Screen and Navigation Pad	61
Figure 8 The V500 Keypad	62
Figure 9 Drilling Down	63
Figure 10 LCD Status Screen	67
Figure 11 LCD Public / Private Phonebooks	69
Figure 12 LCD Contact List	70
Figure 13 LCD Contact List - Add..	70
Figure 14 LCD Caller Group	71
Figure 15 LCD Assign Account	71
Figure 16 LCD Assign Account	72
Figure 17 LCD Contact List - Edit	72
Figure 18 LCD Contact List - Delete	73
Figure 19 LCD Dial Screen	73
Figure 20 LCD Search by Number Example 1	74
Figure 21 LCD Search by Number Example 2	75
Figure 22 LCD Menu Setting	77
Figure 23 LCD Menu: System Info	78
Figure 24 LCD Menu: Firmware Version	79
Figure 25 LCD Menu: IP Address.....	79
Figure 26 LCD Menu: VoIP Status	80
Figure 27 LCD Menu: Ring Setting	81
Figure 28 LCD Menu: Ring Type	82
Figure 29 LCD Menu: Volume Setting	82
Figure 30 LCD Menu: Volume Screen	83
Figure 31 LCD Menu: Call Preference	84
Figure 32 LCD Menu: Call Forward.....	85
Figure 33 LCD Menu: Conditional Forward.....	86
Figure 34 LCD Menu: Forward Number	87
Figure 35 LCD Menu: Forward Number - Edit	87
Figure 36 LCD Menu: Specific Forward Entry Table	88
Figure 37 LCD Menu: Specific Forward Entry	89
Figure 38 LCD Menu: Incoming Call Number.....	90

Figure 39 LCD Menu: Forward to Number	90
Figure 40 LCD Menu: Condition	91
Figure 41 LCD Menu: Phonebook	91
Figure 42 LCD Menu: Caller Group	93
Figure 43 LCD Menu: Caller Group List	93
Figure 44 LCD Menu: Block List	94
Figure 45 LCD Menu: DND White List	95
Figure 46 LCD Menu: Speed Dial	96
Figure 47 LCD Menu: Speed Dial - Edit	97
Figure 48 LCD Menu: Speed Dial - Edit Phonebook	98
Figure 49 LCD Menu: System Restart	99
Figure 50 LCD Menu: Logo Setting Menu	100
Figure 51 LCD Menu: Logo Setting - Edit	101
Figure 52 LCD Menu: Advanced Setting	103
Figure 53 LCD Menu: Network Setting	104
Figure 54 LCD Menu: PPPoE	105
Figure 55 LCD Menu: PPPoE Username	106
Figure 56 LCD Menu: PPPoE Username - Edit	106
Figure 57 LCD Menu: PPPoE Password	107
Figure 58 LCD Menu: PPPoE Password - Edit	108
Figure 59 LCD Menu: Static IP	109
Figure 60 LCD Menu: IP Address	110
Figure 61 LCD Menu: IP Address - Edit	110
Figure 62 LCD Menu: Default Gateway	111
Figure 63 LCD Menu: Default Gateway - Edit	112
Figure 64 LCD Menu: Subnet Mask	113
Figure 65 LCD Menu: Subnet Mask - Edit	113
Figure 66 LCD Menu: First / Second DNS	114
Figure 67 LCD Menu: First / Second DNS - Edit	115
Figure 68 LCD Menu: SIP Configuration	116
Figure 69 LCD Menu: Display Name	117
Figure 70 LCD Menu: Display Name - Edit	118
Figure 71 LCD Menu: SIP Number	119
Figure 72 LCD Menu: SIP Number - Edit	119
Figure 73 LCD Menu: SIP Local Port	120
Figure 74 LCD Menu: SIP Local Port - Edit	121
Figure 75 LCD Menu: SIP Server Address	122
Figure 76 LCD Menu: SIP Server Address - Edit	122
Figure 77 LCD Menu: SIP Server Port	123
Figure 78 LCD Menu: SIP Server Port - Edit	124
Figure 79 LCD Menu: SIP Register Server	125
Figure 80 LCD Menu: SIP Register Server Address - Edit	125
Figure 81 LCD Menu: SIP Register Port	126

Figure 82 LCD Menu: SIP Register Port - Edit	127
Figure 83 LCD Menu: SIP Service Domain	128
Figure 84 LCD Menu: SIP Service Domain - Edit.....	128
Figure 85 LCD Menu: SIP Authentication ID	129
Figure 86 LCD Menu: SIP Authentication ID - Edit.....	130
Figure 87 LCD Menu: Authentication Password.....	131
Figure 88 LCD Menu: Authentication Password - Edit	131
Figure 89 LCD Menu: Codec Selection	132
Figure 90 LCD Menu: Voicemail Number	133
Figure 91 LCD Menu: Voicemail Number - Edit.....	134
Figure 92 LCD Menu: NAT Setting	135
Figure 93 LCD Menu: STUN	136
Figure 94 LCD Menu: STUN Server Address.....	136
Figure 95 LCD Menu: STUN Server Address - Edit	137
Figure 96 LCD Menu: STUN Server Port	138
Figure 97 LCD Menu: STUN Server Port - Edit	138
Figure 98 LCD Menu: Outbound Proxy	139
Figure 99 LCD Menu: Outbound Proxy Server Address	140
Figure 100 LCD Menu: Outbound Proxy Server Address - Edit	140
Figure 101 LCD Menu: Outbound Proxy Server Port.....	141
Figure 102 LCD Menu: Outbound Proxy Server Port - Edit.....	142
Figure 103 LCD Menu: Backup SIP Server	143
Figure 104 LCD Menu: First / Second Backup SIP Server	143
Figure 105 LCD Menu: Auto Provision	144
Figure 106 LCD Menu: Auto Provision Protocol	145
Figure 107 LCD Menu: Auto Provision Protocol - Edit	146
Figure 108 LCD Menu: Auto Provision Server Address	146
Figure 109 LCD Menu: Auto Provision Server Address - Edit	147
Figure 110 LCD Menu: Auto Provision Server Port	148
Figure 111 LCD Menu: Auto Provision Server Port - Edit	148
Figure 112 LCD Menu: Auto Provision Expire Time	149
Figure 113 LCD Menu: Auto Provision Expire Time - Edit	150
Figure 114 LCD Menu: Auto Provision Retry Time	151
Figure 115 LCD Menu: Auto Provision Retry Time - Edit	151
Figure 116 LCD Menu: Programmable Feature Key	152
Figure 117 LCD Menu: Display Adjusting	153
Figure 118 LCD Menu: Contrast	154
Figure 119 LCD Menu: Brightness	154
Figure 120 LCD Menu: Call Feature Mode	155
Figure 121 LCD Menu: Call Feature Mode	156
Figure 122 LCD Menu: Language Support	157
Figure 123 Password Screen	161
Figure 124 Change Password Screen	162

Figure 125 The Status Screen	163
Figure 126 Status Screen	167
Figure 127 Packet Statistics	169
Figure 128 VoIP Statistics	170
Figure 129 Network > Internet Connection	175
Figure 130 Network > Mgmt Port	176
Figure 131 VoIP > SIP > SIP Settings	178
Figure 132 VoIP > SIP > SIP Settings > Advanced	181
Figure 133 VoIP > SIP > QoS	185
Figure 134 SIP User Agent	187
Figure 135 SIP Proxy Server	187
Figure 136 SIP Redirect Server	188
Figure 137 STUN	189
Figure 138 DiffServ: Differentiated Service Field	191
Figure 139 VoIP > Phone > Phone Settings	194
Figure 140 VoIP > Phone > Region	196
Figure 141 Phone Book > Speed Dial	197
Figure 142 VoIP > Phone > Programmable Feature Key Settings	198
Figure 143 VoIP > Phone Book > Call Forward	202
Figure 144 VoIP > Phone Book > Contact List	204
Figure 145 VoIP > Phone Book > Group List	206
Figure 146 VoIP > Phone Book > Block List	207
Figure 147 VoIP > Phone Book > DND White List	208
Figure 148 Maintenance > System > General	214
Figure 149 Maintenance > Time Setting	216
Figure 150 Maintenance > Logs	219
Figure 151 Maintenance > Tools > Firmware Upload	221
Figure 152 Upload Warning	222
Figure 153 Network Temporarily Disconnected	222
Figure 154 Upload Error Message	223
Figure 155 Maintenance > Tools > Configuration	223
Figure 156 Configuration Upload Successful	224
Figure 157 Temporarily Disconnected	224
Figure 158 Configuration Restore Error	225
Figure 159 Maintenance > Tools > Restart	225
Figure 160 Maintenance > Tools > Ring Maintenance	226
Figure 161 Wall-mounting Example	239
Figure 162 Masonry Plug and M4 Tap Screw	240
Figure 163 Windows XP: Start Menu	242
Figure 164 Windows XP: Control Panel	242
Figure 165 Windows XP: Control Panel > Network Connections > Properties	243
Figure 166 Windows XP: Local Area Connection Properties	243
Figure 167 Windows XP: Internet Protocol (TCP/IP) Properties	244

Figure 168 Windows Vista: Start Menu	245
Figure 169 Windows Vista: Control Panel	245
Figure 170 Windows Vista: Network And Internet	245
Figure 171 Windows Vista: Network and Sharing Center	246
Figure 172 Windows Vista: Network and Sharing Center	246
Figure 173 Windows Vista: Local Area Connection Properties	247
Figure 174 Windows Vista: Internet Protocol Version 4 (TCP/IPv4) Properties	248
Figure 175 Mac OS X 10.4: Apple Menu	249
Figure 176 Mac OS X 10.4: System Preferences	249
Figure 177 Mac OS X 10.4: Network Preferences	250
Figure 178 Mac OS X 10.4: Network Preferences > TCP/IP Tab.	250
Figure 179 Mac OS X 10.4: Network Preferences > Ethernet	251
Figure 180 Mac OS X 10.4: Network Utility	251
Figure 181 Mac OS X 10.5: Apple Menu	252
Figure 182 Mac OS X 10.5: Systems Preferences	252
Figure 183 Mac OS X 10.5: Network Preferences > Ethernet	253
Figure 184 Mac OS X 10.5: Network Preferences > Ethernet	254
Figure 185 Mac OS X 10.5: Network Utility	254
Figure 186 Ubuntu 8: System > Administration Menu	255
Figure 187 Ubuntu 8: Network Settings > Connections	255
Figure 188 Ubuntu 8: Administrator Account Authentication	256
Figure 189 Ubuntu 8: Network Settings > Connections	256
Figure 190 Ubuntu 8: Network Settings > Properties	257
Figure 191 Ubuntu 8: Network Settings > DNS	257
Figure 192 Ubuntu 8: Network Tools	258
Figure 193 openSUSE 10.3: K Menu > Computer Menu	259
Figure 194 openSUSE 10.3: K Menu > Computer Menu	259
Figure 195 openSUSE 10.3: YaST Control Center	260
Figure 196 openSUSE 10.3: Network Settings	260
Figure 197 openSUSE 10.3: Network Card Setup	261
Figure 198 openSUSE 10.3: Network Settings	262
Figure 199 openSUSE 10.3: KNetwork Manager	263
Figure 200 openSUSE: Connection Status - KNetwork Manager	263
Figure 201 Pop-up Blocker	265
Figure 202 Internet Options: Privacy	266
Figure 203 Internet Options: Privacy	267
Figure 204 Pop-up Blocker Settings	267
Figure 205 Internet Options: Security	268
Figure 206 Security Settings - Java Scripting	269
Figure 207 Security Settings - Java	269
Figure 208 Java (Sun)	270
Figure 209 Network Number and Host ID	272
Figure 210 Subnetting Example: Before Subnetting	274

List of Figures

Figure 211 Subnetting Example: After Subnetting 275

List of Tables

Table 1 Models Covered	32
Table 2 Front Panel Hardware	36
Table 3 Side Panel Hardware	38
Table 4 Rear Panel Hardware	39
Table 5 Keypad Characters	64
Table 6 LCD Menu Overview	65
Table 7 LCD Status Screen	67
Table 8 LCD Menu: System Info	78
Table 9 LCD Menu: IP Address	79
Table 10 LCD Menu: VoIP Status	80
Table 11 LCD Menu: Ring Setting	81
Table 12 LCD Menu: Ring Type	82
Table 13 LCD Menu: Volume Setting	83
Table 14 LCD Menu: Volume Setting	83
Table 15 LCD Menu: System Info	84
Table 16 LCD Menu: Call Forward	85
Table 17 LCD Menu: Conditional Forward	86
Table 18 LCD Menu: Forward Number	87
Table 19 LCD Menu: Forward Number - Edit	88
Table 20 LCD Menu: Specific Forward Entry Table	88
Table 21 LCD Menu: Specific Forward Entry	89
Table 22 LCD Menu: Phonebook	92
Table 23 LCD Menu: Caller Group	93
Table 24 LCD Menu: Block List	94
Table 25 LCD Menu: Block List	95
Table 26 LCD Menu: Speed Dial	96
Table 27 LCD Menu: Speed Dial - Edit	97
Table 28 LCD Menu: System Restart	99
Table 29 LCD Menu: Logo Setting Menu	100
Table 30 LCD Menu: Logo Setting - Edit	101
Table 31 LCD Menu: Network Setting	104
Table 32 LCD Menu: PPPoE	105
Table 33 LCD Menu: PPPoE Username	106
Table 34 LCD Menu: PPPoE Username - Edit	107
Table 35 LCD Menu: PPPoE Password	107
Table 36 LCD Menu: PPPoE Username - Edit	108
Table 37 LCD Menu: Static IP	109
Table 38 LCD Menu: IP Address	110

Table 39 LCD Menu: IP Address - Edit	111
Table 40 LCD Menu: Default Gateway	111
Table 41 LCD Menu: Default Gateway - Edit	112
Table 42 LCD Menu: Subnet Mask	113
Table 43 LCD Menu: Subnet Mask - Edit	114
Table 44 LCD Menu: First / Second DNS	114
Table 45 LCD Menu: First / Second DNS - Edit	115
Table 46 LCD Menu: SIP Account Configuration	116
Table 47 LCD Menu: Display Name	117
Table 48 LCD Menu: Display Name - Edit	118
Table 49 LCD Menu: SIP Number	119
Table 50 LCD Menu: SIP Number - Edit	120
Table 51 LCD Menu: SIP Local Port	120
Table 52 LCD Menu: SIP Local Port - Edit	121
Table 53 LCD Menu: SIP Server Address	122
Table 54 LCD Menu: SIP Server Address - Edit	123
Table 55 LCD Menu: SIP Server Port	123
Table 56 LCD Menu: SIP Server Port - Edit	124
Table 57 LCD Menu: SIP Register Server Address	125
Table 58 LCD Menu: SIP Register Server Address - Edit	126
Table 59 LCD Menu: SIP Register Port	126
Table 60 LCD Menu: SIP Register Port - Edit	127
Table 61 LCD Menu: SIP Service Domain	128
Table 62 LCD Menu: SIP Service Domain - Edit	129
Table 63 LCD Menu: SIP Authentication ID	129
Table 64 LCD Menu: SIP Authentication ID - Edit	130
Table 65 LCD Menu: Authentication Password	131
Table 66 LCD Menu: Authentication Password - Edit	132
Table 67 LCD Menu: Voicemail Number	133
Table 68 LCD Menu: Voicemail Number - Edit	134
Table 69 LCD Menu: STUN	136
Table 70 LCD Menu: STUN Server Address	137
Table 71 LCD Menu: STUN Server Address - Edit	137
Table 72 LCD Menu: STUN Server Port	138
Table 73 LCD Menu: STUN Server Port - Edit	139
Table 74 LCD Menu: Outbound Proxy	139
Table 75 LCD Menu: Outbound Proxy Server Address	140
Table 76 LCD Menu: Outbound Proxy Server Address - Edit	141
Table 77 LCD Menu: Outbound Proxy Server Port	141
Table 78 LCD Menu: Outbound Proxy Server Port - Edit	142
Table 79 LCD Menu: First / Second Backup SIP Server	144
Table 80 LCD Menu: Auto Provision	144
Table 81 LCD Menu: Auto Provision Protocol	145

Table 82 LCD Menu: Auto Provision Protocol - Edit	146
Table 83 LCD Menu: Auto Provision Server Address	147
Table 84 LCD Menu: Auto Provision Server Address - Edit	147
Table 85 LCD Menu: Auto Provision Server Address	148
Table 86 LCD Menu: Auto Provision Server Port - Edit	149
Table 87 LCD Menu: Auto Provision Expire Time	149
Table 88 LCD Menu: Auto Provision Expire Time - Edit	150
Table 89 LCD Menu: Auto Provision Retry Time	151
Table 90 LCD Menu: Auto Provision Expire Time - Edit	152
Table 91 LCD Menu: Programmable Key	153
Table 92 LCD Menu: Display Adjusting	153
Table 93 LCD Menu: Contrast	154
Table 94 LCD Menu: Brightness	155
Table 95 LCD Menu: Contrast	155
Table 96 LCD Menu: Contrast	156
Table 97 LCD Menu: Contrast	157
Table 98 Web Configurator Icons in the Title Bar	163
Table 99 Navigation Panel Summary	164
Table 100 Status Screen	168
Table 101 Packet Statistics	169
Table 102 VoIP Statistics	170
Table 103 Private IP Address Ranges	173
Table 104 Network > Internet Connection	175
Table 105 Network > Mgmt Port	176
Table 106 VoIP > SIP > SIP Settings	179
Table 107 VoIP > SIP > SIP Settings > Advanced Setup	182
Table 108 VoIP > SIP > QoS	185
Table 109 SIP Call Progression	186
Table 110 VoIP > Phone > Phone Settings	194
Table 111 VoIP > Phone > Region	196
Table 112 Phone Book > Speed Dial	197
Table 113 Phone Book > Programmable Feature Key Settings	198
Table 114 VoIP > Phone Book > Call Forward	202
Table 115 VoIP > Phone Book > Contact List	204
Table 116 VoIP > Phone Book > Group List	206
Table 117 VoIP > Phone Book > Block List	207
Table 118 VoIP > Phone Book > DND White List	209
Table 119 Maintenance > System > General	214
Table 120 Maintenance > Time Setting	216
Table 121 Maintenance > Logs	219
Table 122 Maintenance > Tools > Firmware Upload	222
Table 123 Maintenance > Tools > Configuration > Restore	224
Table 124 Maintenance > Tools > Ring Maintenance	226

List of Tables

Table 125 Hardware Specifications	235
Table 126 Firmware Specifications	236
Table 127 Standards Supported	237
Table 128 Power over Ethernet Injector Specifications	238
Table 129 Power over Ethernet Injector RJ-45 Port Pin Assignments	238
Table 130 IP Address Network Number and Host ID Example	272
Table 131 Subnet Masks	273
Table 132 Maximum Host Numbers	273
Table 133 Alternative Subnet Mask Notation	273
Table 134 Subnet 1	275
Table 135 Subnet 2	276
Table 136 Subnet 3	276
Table 137 Subnet 4	276
Table 138 Eight Subnets	276
Table 139 24-bit Network Number Subnet Planning	277
Table 140 16-bit Network Number Subnet Planning	277

PART I

Introduction

Introduction (31)

Hardware (35)

Tutorials (45)

Introduction

1.1 Overview

This chapter introduces the main applications and features of the V500 Series. It also introduces the ways you can manage your device.



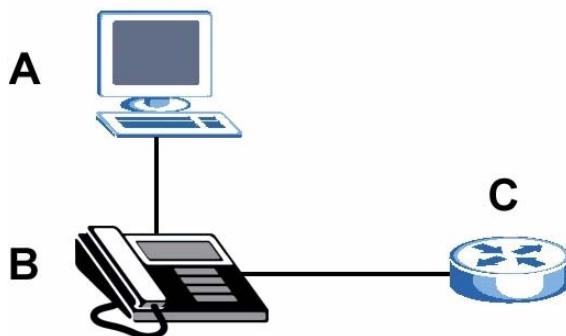
The V500 Series includes the V500-T1 and the V501-T1. Illustrations used throughout this book are based on the V500-T1.

The V500 is an IP phone that allows you to make phone calls over the Internet. Sending voice signals over the Internet is called Voice over IP (VoIP). VoIP allows you to call other IP phones, mobile phones or landlines all over the world.

The V500 is packed with features - including multiple phone lines, multiple SIP accounts, phonebook, conference calls, call transfer, call hold, and many more.

You can configure and manage the V500 directly, using its multi-function keypad and LCD screen. Alternatively, access the internal web configurator using a computer connected to the network for remote administrative configuration.

The V500's Ethernet ports allow you to connect it to your Local Area Network (LAN) and your computer. Your computer can access the LAN through the V500, as shown in the following figure. **A** is your computer, **B** is your V500 and **C** is your modem or router.



At the time of writing, this User's Guide covers the following models.

Table 1 Models Covered

V500	IP phone.
V501	IP phone with Power over Ethernet (PoE) capability.

1.2 Applications

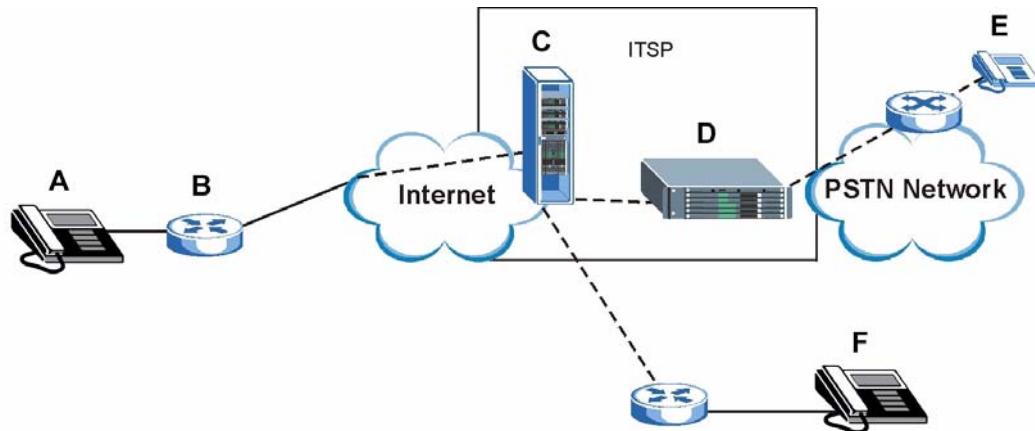
Here are some examples of how you can use your V500.

1.2.1 Make Calls via Internet Telephony Service Provider

In a home or small office environment, you can use the V500 to make and receive VoIP telephone calls through an Internet Telephony Service Provider (ITSP).

The following figure shows a basic example of how you make a VoIP call through an ITSP. In this example, you make a call from your V500 (A in the figure), which sends the call through your modem or router (B) to the Internet and the ITSP's SIP server (C). The VoIP call server forwards calls to PSTN (Public Switched Telephone Network) phones through a trunking gateway (D) to phones on the PSTN network (E). The VoIP call server also forwards calls to IP phones (F) through the Internet.

Figure 1 Internet Telephony Service Provider Application

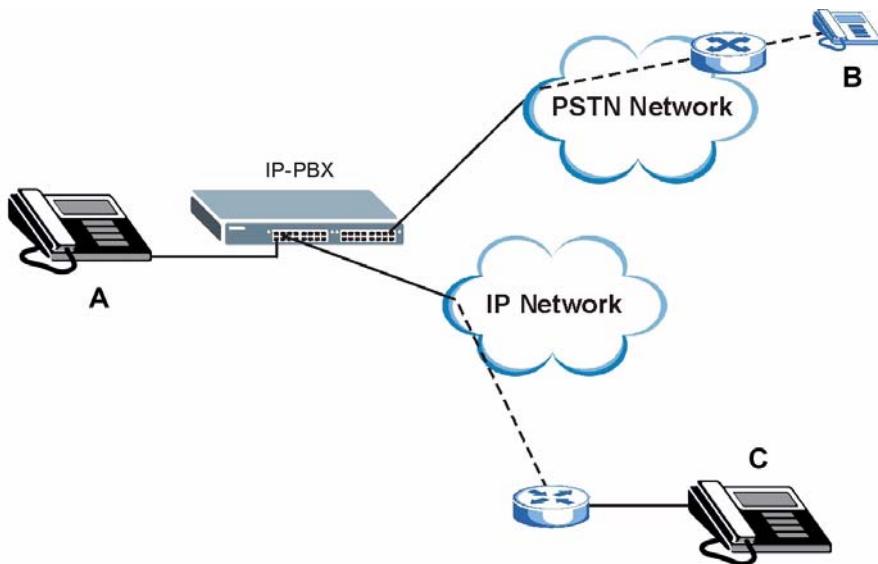


1.2.2 Make Calls via IP-PBX

If your company has an IP-PBX (Internet Protocol Private Branch Exchange), you can use the V500 to make and receive VoIP telephone calls through it.

In this example, you make a call from your V500 (A in the figure), which sends it to the IP-PBX. The IP-PBX forwards calls to PSTN phones (B) on the PSTN network. The IP-PBX also forwards calls to IP phones (C) through an IP network (this could include the Internet).

Figure 2 IP-PBX Application



1.2.3 Make Peer-to-peer Calls

Use the V500 to make a call to the recipient's IP address without using a SIP server. Peer-to-peer calls are also called "Point to Point" or "IP-to-IP" calls. You must know the peer's IP address in order to do this.

The following figure shows a basic example of how you would make a peer-to-peer VoIP call. You make a call on your V500 (A), which sends your call through your modem or router (B) and the Internet to the peer VoIP device (C).

Figure 3 Peer-to-peer Calling



1.3 Ways to Manage the V500

Use any of the following methods to manage the V500.

- Hardware keys. Use the control keys and LCD menus on the V500 for basic configuration.
- Web Configurator. This is recommended for everyday management of the V500 using a (supported) web browser.
- FTP. Use File Transfer Protocol for firmware upgrades and configuration backup/restore.
- SPTGEN. SPTGEN is a text configuration file that you can edit and upload to the device. This is especially convenient if you need to configure many devices of the same type.

1.4 Good Habits for Managing the V500

Do the following things regularly to make the V500 more secure and to manage the V500 more effectively.

- Change the web configurator password. Use a password that's not easy to guess and that consists of different types of characters, such as numbers and letters.
- Write down the password and put it in a safe place.
- Keep the V500 in a safe place. The LCD menus are not password-protected, so anyone using the phone can access your phonebook, SIP account information, etc.
- Back up the configuration (and make sure you know how to restore it). Restoring an earlier working configuration may be useful if the device becomes unstable or even crashes. If you forget your password, you will have to reset the V500 to its factory default settings to access the web configurator. If you backed up an earlier configuration file, you would not have to totally re-configure the V500. You could simply restore your last configuration.

Hardware

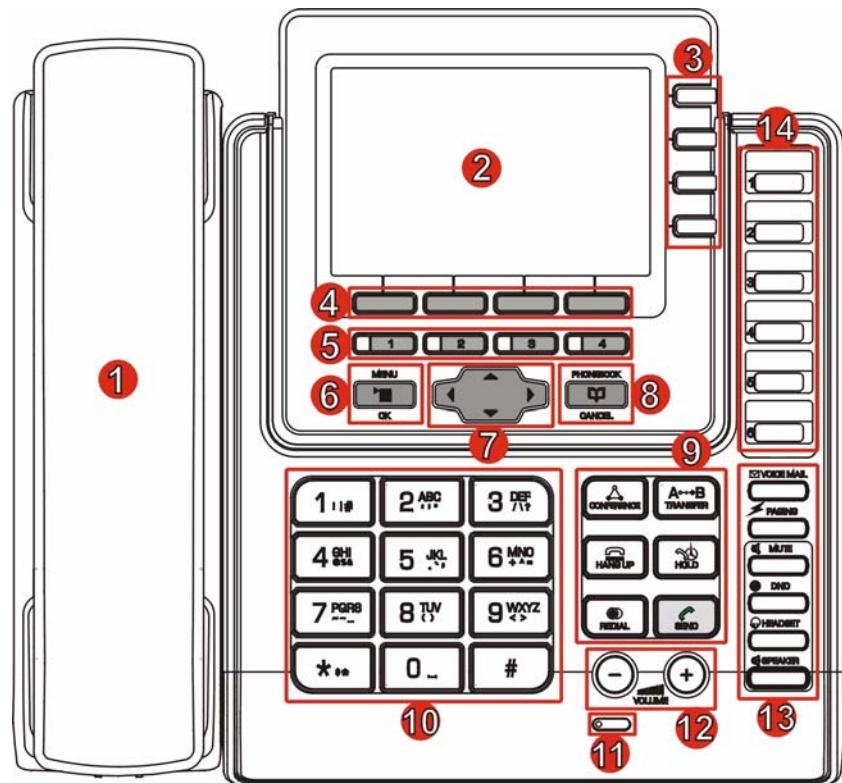
2.1 Overview

This chapter describes the V500's physical features, and how to use its phone functions.

2.2 Physical Features

This section discusses the V500's front, side and rear panel hardware features. See your Quick Start Guide for descriptions of how to set up the V500's hardware and network connections.

Figure 4 Front Panel Hardware



The following table describes the front panel hardware.

Table 2 Front Panel Hardware

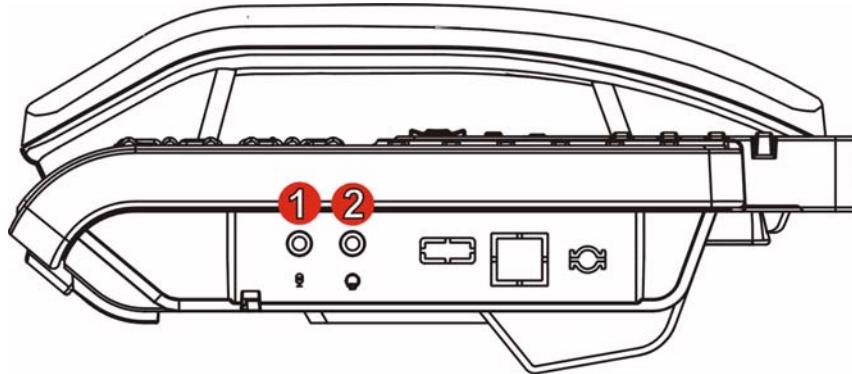
LABEL	DESCRIPTION	
1	Handset.	
2	LCD (Liquid Crystal Display) screen.	
3	Account keys	<p>Use these to select the SIP account you want to use. You can configure up to four SIP accounts on the V500. The account keys are independent of the line keys - you can use any SIP account with any line.</p> <p>Note: You can select an account only when it has been configured (use the Advanced Setting > SIP Configuration LCD menus to configure an account).</p>
4	Softkeys	<p>These keys' functions depend on the screen currently displayed on the LCD. A word or symbol displayed on the LCD above a softkey shows its current function.</p> <ul style="list-style-type: none"> • If “Select” displays above a softkey, press the key to choose an entry on the screen. • If “Add” displays above a softkey, press the key to add a new entry to the screen. • If “Edit” displays above a softkey, press the key to change an existing entry on the screen. • If “Del” displays above a softkey, press the key to delete an entry from the screen. • If “Back” displays above a softkey, press the key to return to the previous screen. • If “Cancel” displays above a softkey when you are editing a field, press the key to return to the previous screen without saving any changes. • If “<–” displays above a softkey when you are editing a field, press the key to delete the character to the left of the cursor. • If “.” displays above a softkey when you are editing a field, press the key to enter a period.
5	Line keys	<p>Press these to select the phone line you want to use. The V500 has four phone lines.</p> <ul style="list-style-type: none"> • If a line key's LED is off, the line is not active. • If a line key's LED is on, the line is active. • If a line key's LED is blinking slowly, a call is on hold on that line. • If a line key's LED is blinking quickly, a call is incoming on that line.
6	Menu 	<p>Press this to display the V500's configuration menu. When the menu displays, you can press this key again to exit the menu. The menu is not accessible when a call is in progress.</p>
7	Navigator 	<p>Use this to move around the V500's screens. Press ▲ to go up one line in a menu, and press ▼ to go down one line. Press ▶ to move one space to the right, and press ◀ to move one space to the left.</p>
8	Phonebook 	<p>Use this to display the list of contacts stored in the V500. You can add, edit and delete phonebook entries from this screen.</p>

Table 2 Front Panel Hardware (continued)

LABEL	DESCRIPTION		
9	Action keys	CONFERENCE 	Use this to set up a conference call between the V500 and two other phones, or to split a conference call you set up into two separate calls.
		TRANSFER 	Use this to transfer a call to another phone.
		HANG UP 	Use this to end a call.
		HOLD 	Use this to put a call on hold. Press it a second time to take the call off hold.
		REDIAL 	Use this to dial the last number that was called from the V500.
		SEND 	Use this to start a call, once you have entered the phone number.
10	Alphanumeric keypad	Use these to enter numbers, letters and symbols. Use the # key to switch between Number mode, Uppercase mode, Lowercase mode and Symbol mode.	
11	Microphone	The microphone is active when the V500 is in speakerphone mode.	
12	Volume keys	Use the + key to increase the volume, and use the - key to decrease it. <ul style="list-style-type: none"> • When you use the handset, these keys control the handset's listening volume. • When you use the headset, these keys control the listening volume on the V500's headphone () port. • When you use the speakerphone, these keys control the internal speaker volume. 	

Table 2 Front Panel Hardware (continued)

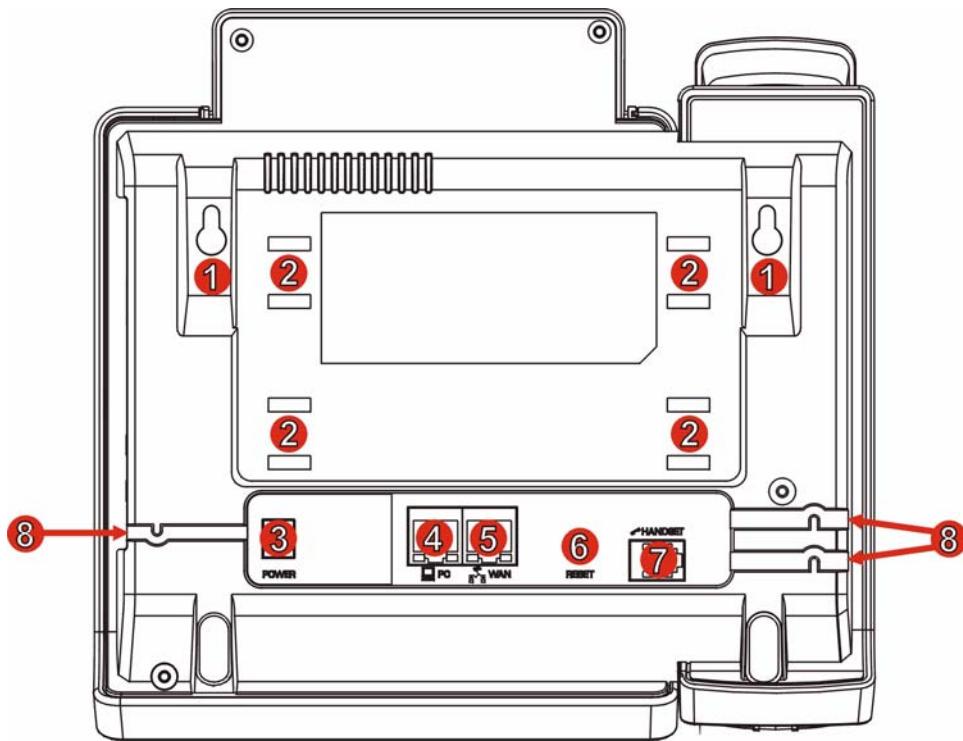
LABEL	DESCRIPTION	
13	Function keys	The LEDs (lights) in these keys illuminate when they are active.
	VOICEMAIL ✉	Use this to check your voicemail messages, once the voicemail number is configured on the V500. Each SIP account has its own voicemail number.
	PAGING ⚡	Use this to call a group of phones, once paging groups are set up on the network and a paging group number is configured on the V500. Each SIP account can have its own paging number. When you do this, each phone in the paging group goes into speakerphone mode automatically.
	MUTE 🔇	Use this to mute the current call. The V500 no longer transmits a signal, but you can still hear the incoming signal.
	DND ⛔	Use this to toggle the Do Not Disturb function on or off.
	HEADSET 📞	Use this to activate a line using the headset, or to transfer a call to the headset when using the handset or the speakerphone. When a line is active and you are using the headset, press this key to hang up.
14	SPEAKER	Use this to activate a line using the speakerphone, or to transfer a call to the speakerphone when using the handset or the headset. When a line is active and you are using the speakerphone, press this key to hang up.
	Custom keys	Use these to perform functions that you pre-set in the V500 (such as turning caller ID on or off). The functions available depend on your service provider.

Figure 5 Side Panel

The following table describes the side panel hardware.

Table 3 Side Panel Hardware

LABEL	DESCRIPTION	
1	Microphone socket 🎙	Use this to connect a headset's microphone jack, or an external microphone.
2	Headphone socket 🎧	Use this to connect a headset's earphone jack, headphones, or an external loudspeaker.

Figure 6 Rear Panel Hardware

The following table describes the rear panel hardware.

Table 4 Rear Panel Hardware

LABEL	DESCRIPTION
1	Wall-mounting holes Use these to hang the V500 on a wall (if you do not use the included stand). See the wall-mounting appendix for details.
2	Stand sockets Use these to attach the included stand (if you do not wall-mount the V500). See your Quick Start Guide for details.
3	Power socket Attach the included power adaptor, if you are not using Power over Ethernet (V501-T1 only). See the product specifications appendix for power supply specifications. Note: Use only the power adaptor and cable that came with your V500.
4	PC port Use an Ethernet cable to connect a computer for configuration, or to access the Internet. An LED turns on when this port is connected, and blinks when there is traffic. The green LED turns on if the connection is at 10Mbps, and the orange LED turns on if the connection is at 100Mbps.
5	WAN port Use an Ethernet cable to connect to your network. An LED turns on when this port is connected, and blinks when there is traffic. The green LED turns on if the connection is at 10Mbps, and the orange LED turns on if the connection is at 100Mbps.

Table 4 Rear Panel Hardware

LABEL	DESCRIPTION	
6	Reset button	Use this to return the V500 to its factory default settings. See the appendix on product specifications for the default settings. Note: If you do this, all configuration changes and data on the V500 are lost, including phonebook records.
7	Handset port	Use this to attach the included handset cable's RJ-11 connector.
8	Cable channels	Clip the V500's power, handset and WAN / LAN cables into these.

2.2.1 The LCD Screen

When the V500 is on, the LCD (Liquid Crystal Display) screen shows either the status screen, a phonebook screen, or a configuration menu.

The LCD menus allow you to configure and control the V500. See [Chapter 4 on page 61](#) for details on configuring the V500 via the LCD menus.

2.2.2 Resetting the V500

If you want to reset the V500 to its factory defaults (if you forgot the web configurator password, for example) press and hold the **RESET** button for approximately ten seconds. The V500 restarts automatically.



If you reset the V500, all settings return to their factory defaults. All data stored in the V500 (phonebook entries, for example) will be lost.

2.3 Phone Functions

This section describes how to use your V500's basic telephone functions. See [Chapter 4 on page 61](#) for information on the using the V500's LCD screen menus and [Chapter 5 on page 69](#) for information on how to use the V500's phonebook.

2.3.1 Making a Call

- 1 Start the call:
 - If you want to use the handset:
Lift the handset.
 - If you want to use the speakerphone:

There are several ways to initiate a call using the speakerphone. Either press the **SPEAKER** key, press an **Account** key or press a **Line** key.

- If you want to use a headset:
Press the **HEADSET** key.
- 2** A **Line** key LED turns on. The LCD screen shows which SIP account you are using. Change these, if you want, using the **Line** and **Account** keys.
- 3** Check that you can hear a dial tone.
- 4** Enter the number you want to call. If you have numbers stored in the V500's phone book, you can use the navigator to select from the list of entries.
- 5** Press the yellow **SEND** key.
- During the call:
- If you are using the headset or the speakerphone, you can switch to the handset by lifting it off the hook.
 - If you are using the handset or the speakerphone, you can switch to the headset by pressing the **HEADSET** key.
 - If you are using the handset or a headset, you can switch to the V500's speakerphone by pressing the **SPEAKER** key.
- Note that the call ends if you are using the speakerphone and press the **SPEAKER** key, or if you are using the headset and press the **HEADSET** key.

2.3.2 Receiving a Call

When the phone rings, do one of the following:

- Pick up the handset to receive the call using the handset.
- Press the **SPEAKER** key to receive the call using the internal speakerphone.
- Press the **HEADSET** key to receive the call using an external headset.

2.3.3 Ending a Call

When you want to end a call, press the **HANG UP** key. Alternatively, do one of the following:

- If you are using the handset, replace it in the cradle.
- If you are using the internal speakerphone, press the **SPEAKER** key.
- If you are using an external headset, press the **HEADSET** key.
- You can also press the active **Account** key or the illuminated **Line** key at any time to end the current active call.

2.3.4 Changing the Volume

Use the **VOLUME +** key to increase the volume, and use the **VOLUME -** key to decrease it.

- When there is no line active on the V500, the volume keys control the ringing volume.
- When the handset is off hook, the keys control the handset's speaker and microphone volume.
- When the speakerphone is active, the keys control the speaker and microphone volume.
- When the headset is active, the keys control the headset's volume.

2.3.5 Muting a Call

When you mute a call on the V500 you can hear the incoming signal (the sound from the other end of the line) but you do not transmit a signal (the person on the other end of the line cannot hear you). It does not matter whether you are using the handset, the internal speakerphone or an external headset.

Press the **MUTE** key once to mute a call. Press it a second time to return to the call.

2.3.6 Placing a Call on Hold

When you place a call on hold, you neither receive nor transmit a signal. If your phone system is configured to use the Music on Hold feature, the person on the other end of the line hears the preconfigured music (or other audio). Otherwise, they hear nothing.

Press the **HOLD** key once to place a call on hold. Press it a second time to return to the call. While a call is on hold, you can make a call on another line (press another line key) and then return to the call on hold.

2.3.7 Using Voicemail

Once you have configured your SIP account's voicemail number on the V500, you can press the **VOICEMAIL** key to check your messages.

You can set a voicemail number for each of the V500's SIP accounts. The account you check when you press the **VOICEMAIL** key depends on which SIP account is currently active.

Use the **Advanced Setting > SIP Configuration > SIP 1 ~ 4 Configuration > Voicemail Number** menu to set the voicemail account number. See [Section 7.4.12 on page 133](#) for more information.

2.3.8 Making Conference Calls

Take the following steps to make a three-way conference call.

- 1 Either start a call, or receive a call. Make sure you know which line the call is using (the corresponding **Line** key lights up).
- 2 Ensure the call is active (you can talk with the other person). Press the **Conference** key. This "marks" the first call you want to mix into the conference call.
- 3 Press another **Line** key. You can either receive an incoming call, make another outgoing call, or resume an existing call that you previously put on hold.
- 4 Ensure the call is active and press the **Conference** key again. The three-way conference call begins. All three parties can talk with one another.



Do not press any other keys between step 2 and step 3. If you do, you will have to start again.



You cannot have a conference call and a transferred call ongoing at the same time.

2.3.9 Transferring a Call

Take the following steps to transfer an ongoing call to another phone number.

- 1 During the ongoing call, press the **Transfer** key.
- 2 The next available line automatically activates, and the corresponding **Line** key lights up. Ensure you can hear a dial tone.
- 3 Dial the number to which you want to transfer the call.
- 4 To transfer the call, either:
 - Wait until you hear the ringing tone, then simply put down the handset, press the **Speaker** key or the **Headset** key (depending on which you are using) to end the call. The call is transferred. This is known as a blind or unsupervised transfer.
 - Wait for the other person to answer, then end the call. This is known as a consultant or supervised transfer, and allows you to ask the other person whether they want to receive the call or not.

Tutorials

3.1 Overview

These tutorials show you how to perform numerous functions of the V500. Even though they make certain basic assumptions that may not match your actual configuration environment, the foundation provided here should be sufficient to get you up and running as quickly as possible.



For complete information on how to work with the LCD menu screens, see [Chapter 4 on page 61](#).

To get your V500 operational, you must:

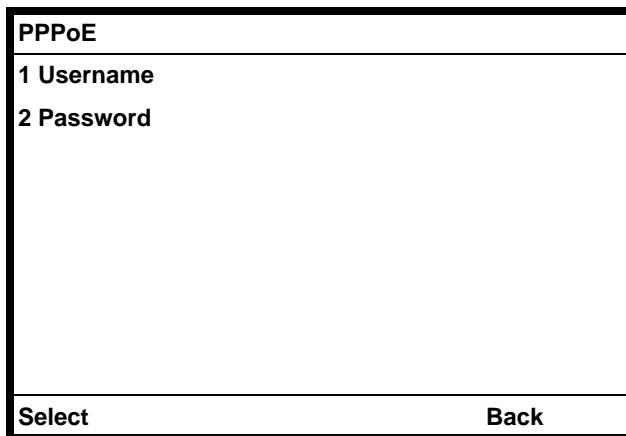
- Set up a network connection ([Section 3.2 on page 45](#))
- Set up a connection to your VoIP service provider ([Section 3.3 on page 47](#))

3.2 Setting Up a Network Connection

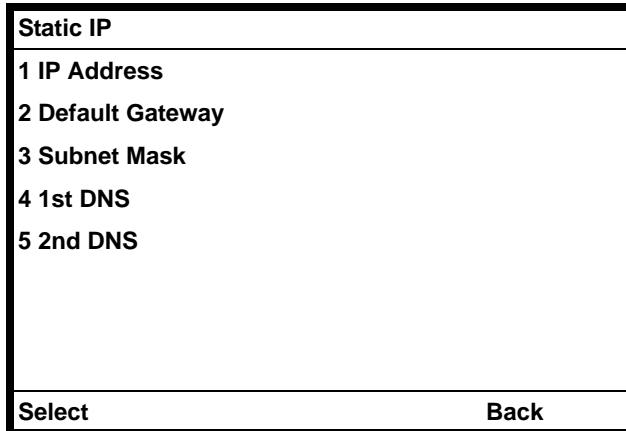
The V500 is an IP phone. As such, you need to have an active network connection for it to work. This allows it to connect to a voice server.

To establish a network connection:

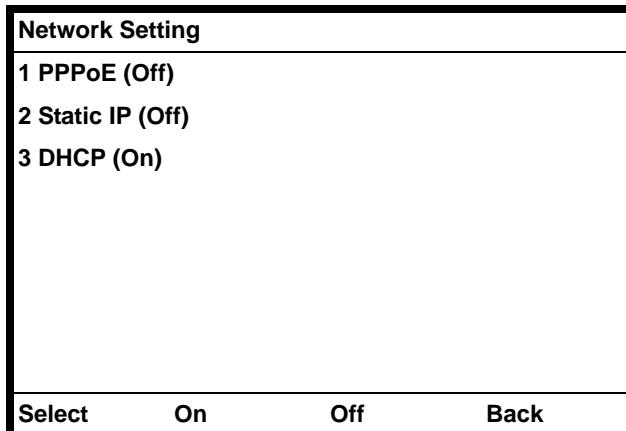
- 1 **For PPoE:** Open the MENU > Advanced > Network Setting screen, highlight the **PPPoE (Off)** option and press **Select**. Configure your PPPoE **Username** and **Password**.



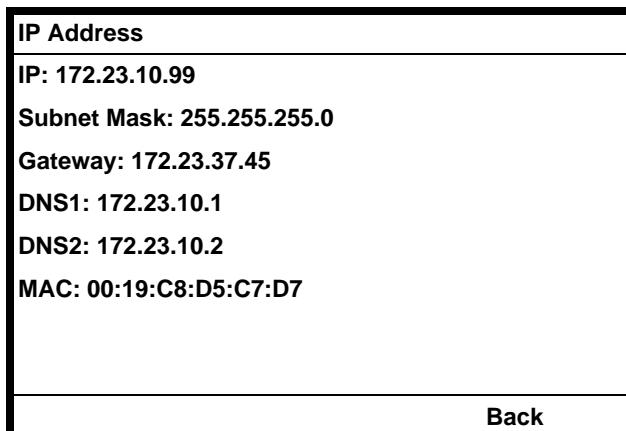
- 2 For Static IP:** Open the MENU > Advanced > Network Setting screen, select the **Static IP (Off)** option and press **Select**. Configure your static IP settings.



- 3 For DHCP:** Open the MENU > Advanced > Network Setting screen, select the **DHCP (Off)** menu option and set it to **On**.



- 4 All:** Once you have configured all the appropriate network settings on your V500, open the MENU > System Info screen to confirm your IP address



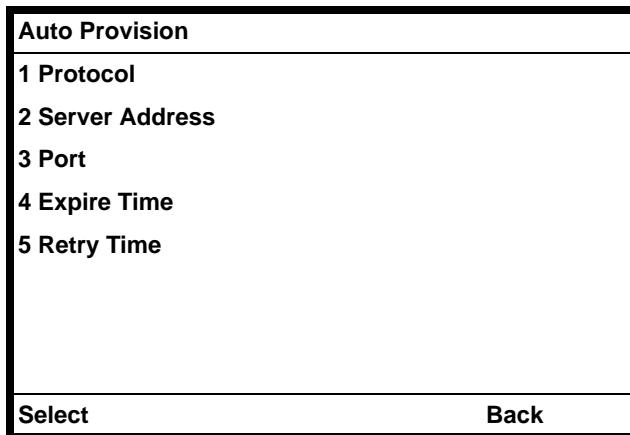
If you have a valid connection, all the displayed fields will contain information provided by the server. If not, the fields will remain blank.

3.3 Configuring VoIP Options Automatically

Once you have established a network connection, the next thing you must do is configure the V500 so that it can connect to a voice server. If your voice server uses auto provisioning, then that server can automatically upload all the required VoIP configuration data directly to your phone; all that is required on your end is entering the correct information as provided by your network administrator or service provider.

To configure your phone automatically:

- 1 Open the **MENU > Advanced > Auto Provision** screen. (You may be prompted to enter the administrator password. The default is “1234”.)
- 2 Set up the appropriate options for your auto provisioning server. (These settings should be provided by your network administrator or service provider.)



- 3 Your phone should momentarily update itself with its new VoIP settings.

3.3.1 Configuring VoIP Options Manually

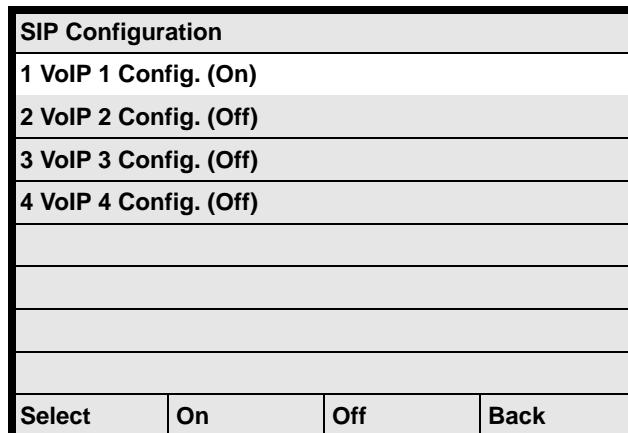
If your phone network does not use or support automatic configuration through auto provisioning, then you must configure the V500's voice server settings yourself.

The essential settings you need to establish a VoIP connection are:

SETTING	TUTORIAL VALUE	NOTES
Display Name	Michael	This is your name as it will appear on the V500's LCD screen and which is associated with this phone extension and SIP server information. Other users receiving calls placed by you may also see this name on their own devices, depending on your particular SIP server.
SIP Number	1001	This is your IP phone number or extension. Not all network admins or service providers necessarily use the same term for it; for example, some admins may instead call it the VoIP number.
SIP Server Address	172.23.10.10	This is the IP address of the SIP server that the V500 uses to communicate with other phones and devices.
SIP Register Server	172.23.10.10	This is the service registration server's IP address. Usually, this value is identical to the SIP Server Address. Even though it is the same, it is still required.
SIP Authentication ID	mscott	This is the SIP login ID that is associated with this phone. It must be provided for authentication.
SIP Authentication Password	Customization 1234	This is the SIP login password that is associated with this phone. It must be provided for authentication.

To configure your VoIP settings:

- 1 Open the **MENU > Advanced > SIP Configuration** screen and select one of four available account slots. (You may be prompted to enter the administrator password. The default is “1234”.)



- 2** The screen changes to display the **SIP Configuration** menu. Enter the values provided for the following settings: **Display Name**, **SIP Number**, **SIP Server Addr**, **SIP Register Server**, **SIP Auth ID** and **Auth Password**.

SIP 1 Configuration			
1 Display Name			
2 SIP Number			
3 SIP Local Port			
4 SIP Server Addr			
5 SIP Server Port			
6 SIP Register Server			
7 SIP Register Port			
8 SIP Service Domain			
9 SIP Auth ID			
10 Auth Pasword			
Select			Back



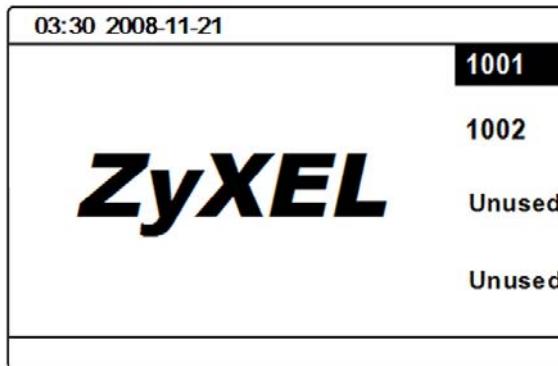
By default, the **SIP Local Port** and **SIP Register Port** should already be set to 5060. You may need to change this depending on your network configuration, but only change it if your network administrator requires it.

3.4 Placing a Call

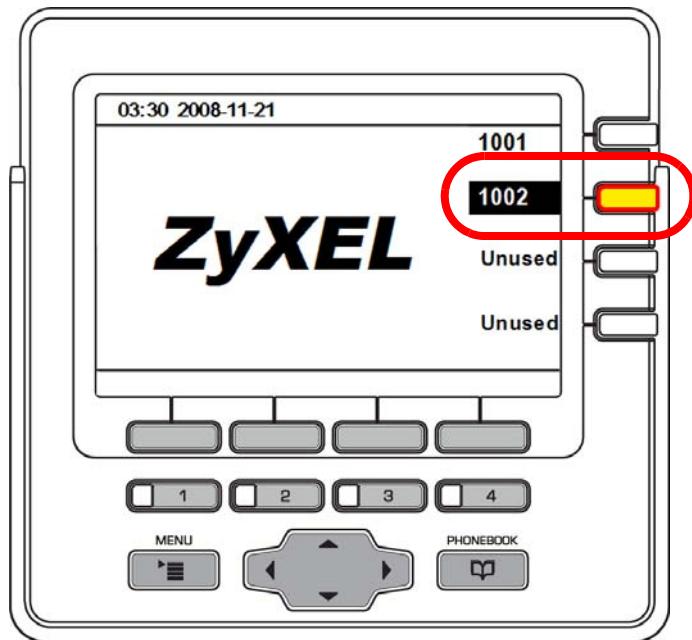
Placing a phone call on your V500 is as easy as with any other phone, although you have a greater variety of options available to you with this one. First and foremost you can have up to 4 separate phone lines with their own VoIP numbers all on the same unit so choosing which line to use may seem like a daunting task (it's not, but if this is your first experience with the V500 it is easy to understand how it could be).

To place a call with the V500:

- 1 Ensure that your phone is already set up properly. If it is, your phone number appears on the right hand side of the LCD screen. If you have multiple VoIP accounts configured for your V500, then the currently selected account is highlighted by a black bar.



- 2 Press the **Account Key** that corresponds to the phone number you want to use to dial out. If you only have one VoIP account set up then you can skip this step as that account is always chosen automatically by default.



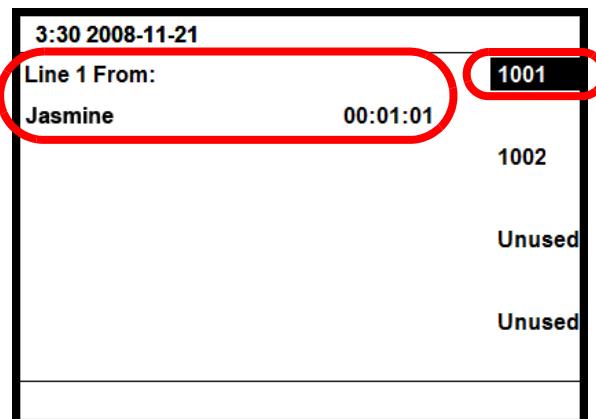
- 3 The speaker activates, presenting you with a dial tone. Simply enter the number of the phone you want to call and talk into the microphone. If you need privacy, you can lift the handset at any time to talk directly into it.

3.4.1 Receiving an Incoming Call on a 2nd Line

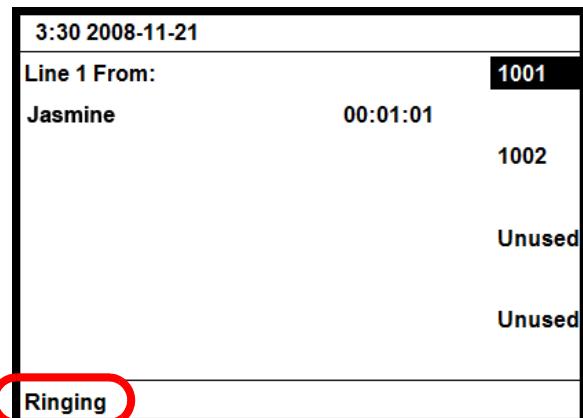
Now that you know how to place calls, we're going to show you how to retrieve an incoming call on a second VoIP number if you're already talking on a first one. For example, let's say you're talking to Jasmine on **Line 1** (using VoIP account '1001', from our previous examples) and Sebastian calls in on **Line 2** (or VoIP account '1002').

To receive an incoming call on a different line:

- 1 While talking on **Line 1**, your LCD menu screen shows your current call status. Here, **Line 1 From** indicates you're currently talking to the Jasmine.



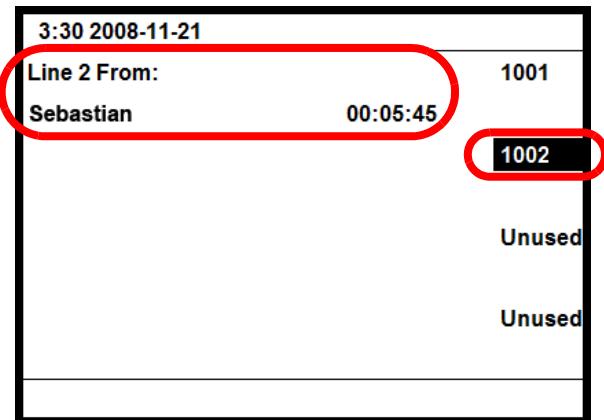
- 2 When a new call comes in on a different line while you're in the middle of the first call, the V500 notifies you on screen by displaying **Ringing** in the lower right corner.



The first available **Line** key also starts blinking; in this case, it is **Line 2** because **Line 1** is already being used to speak with Jasmine.



- 3 Press the **Line** key of the incoming call to answer it. Here, it is **Line 2**. The V500 LCD screen changes to indicate your selection and the call for **Line 2** becomes active.



The **Line 1** key flashes to indicate a call on hold while the **Line 2** key shines a steady green to indicate is currently in use.

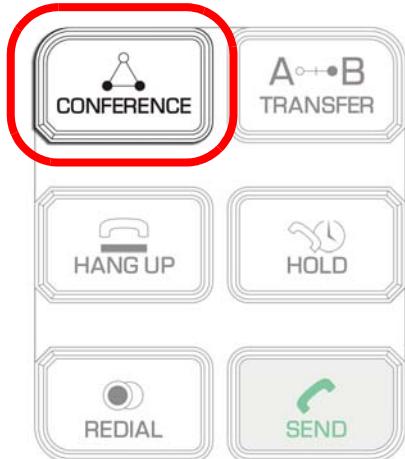


3.5 Making a Conference Call

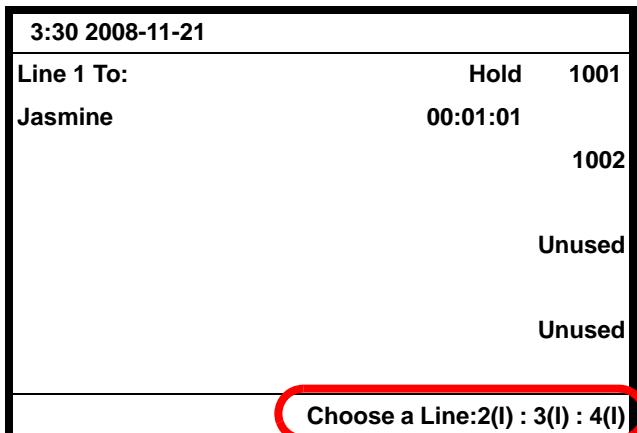
A conference call consists of three connected phones (including yours) participating in the same conversion simultaneously.

To make a conference call:

- 1 Dial the number of the first person in your conference call.
- 2 When your party answers, press the CONFERENCE button.



- 3 The V500 puts the first party on hold and prompts you to select a line number.

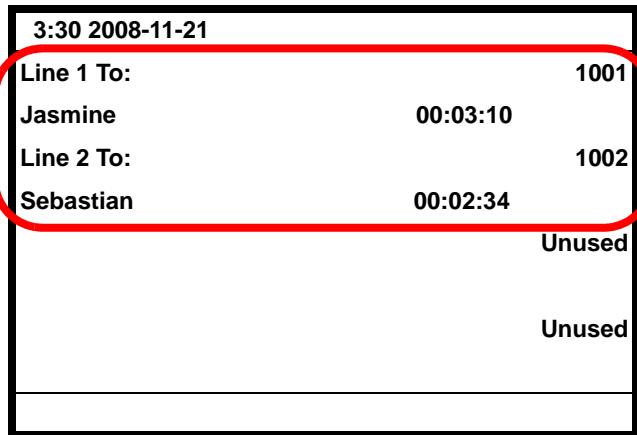


Use the **Line Number** keys beneath the V500's LCD to make your line selection. Since **Line 1** is currently connected to Jasmine, select **Line 2** as it is free.

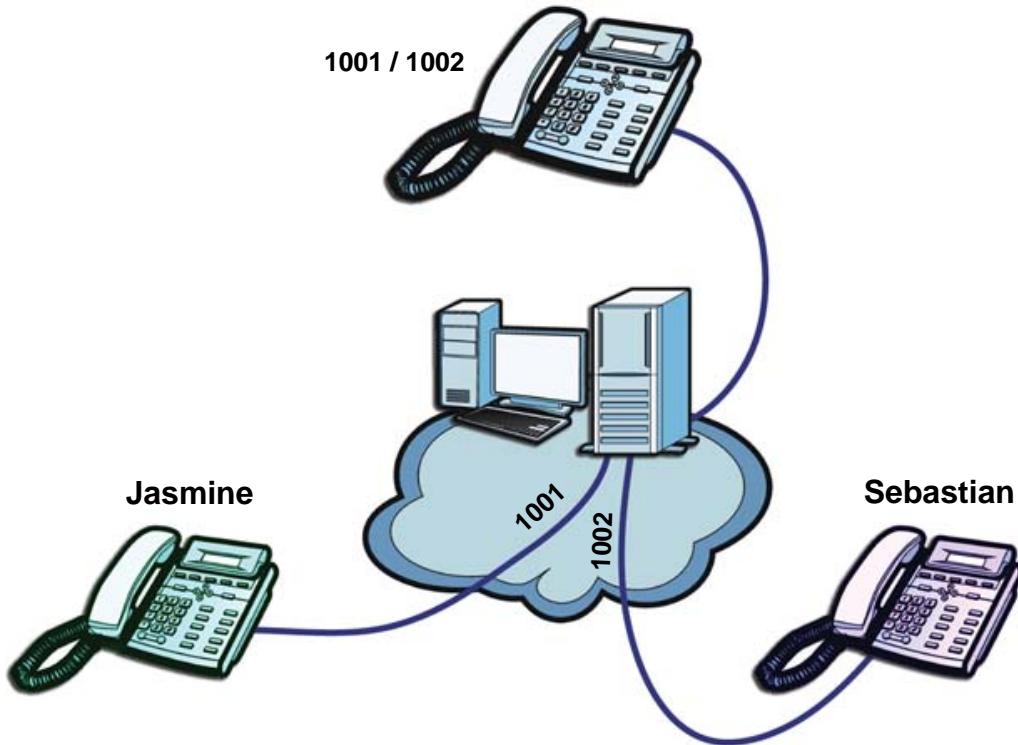


- 4 Next, dial the third party's number.

- 5 When they answer, press the the CONFERENCE button again to begin the three way conference call. Your V500 LCD screen should look similar to this:



The end result is that the call to Jasmine goes out on **Line 1** (or number 1001) while the call to Sebastian goes out on **Line 2** (or number 1002). Both calls are routed through the voice server and both calls are connected simultaneously. In other words, all three parties can communicate with one another at the same time. .

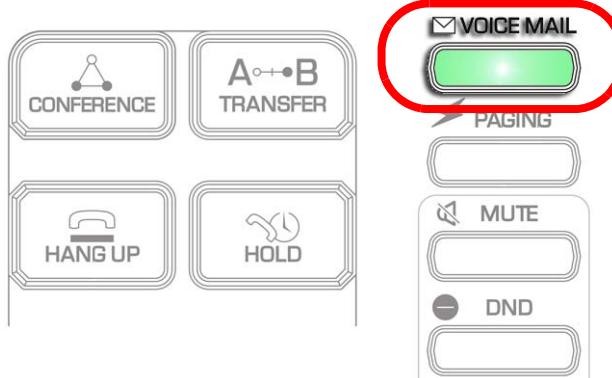


3.6 Retrieving Voice Mail

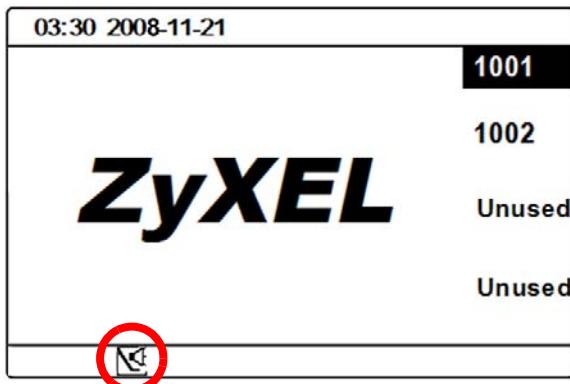
When you dial a number and the person at the other end does not pick up, you are prompted to leave a voice mail or dial another extension. This tutorial shows you how to listen to any voice mail messages that you might have received.

To retrieve a voice mail message:

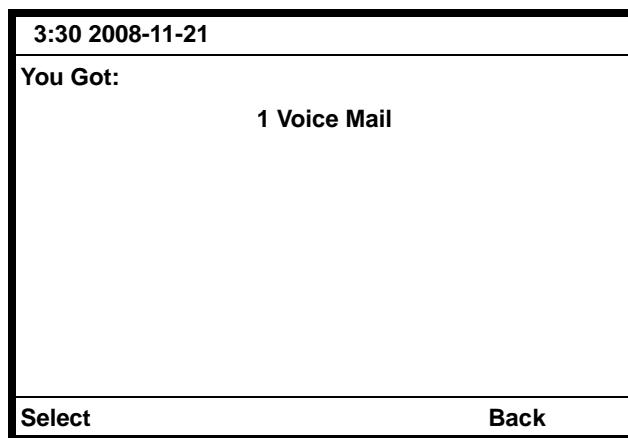
- 1 When you have a new voice mail message waiting, three indicators notify you:
 - As soon as a voice mail is recorded the LED **VOICE MAIL** button starts to flash green. This happens at the same time as the other notifications, described below.



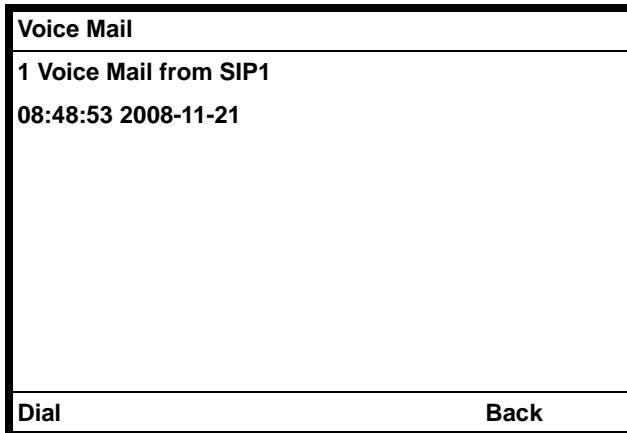
- A small voice mail icon appears in the **Main** screen above **Soft Key** number 2.



- A moment later, the **Main** screen displays the **Voice Mail Notification** screen:



- 2** To retrieve your voice mail messages, press the LED **VOICE MAIL** button. This takes you directly to the audio prompt. Simply follow the instructions as they are presented to you.
- 3** Alternatively, you can press **Soft Key 2**, which corresponds to the voice mail icon that appears in the **Main** screen; or you can press **Select** in the **Voice Mail Notification** screen if that is displayed instead. The **Voice Mail List** screen appears:



- 4** When the **Voice Mail List** appears, select the voice mail item from the list, then press **Dial** to retrieve the selected voice mail.



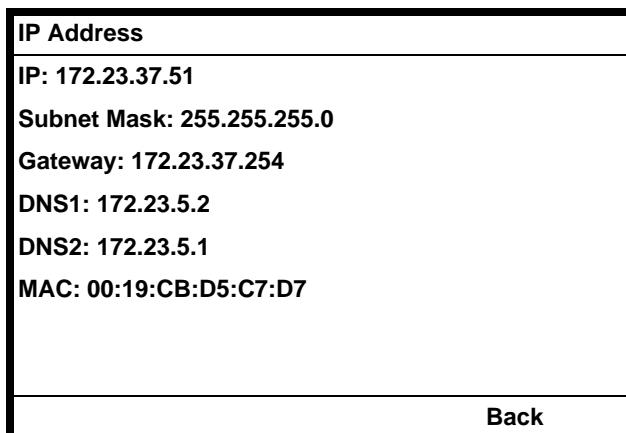
When you access your voice mail, you may be required to enter your unique PIN code. It should have been given to you by the network administrator at the time your phone account was created.

3.7 Setting the Time on Your V500

By default, your phone's time is set automatically using an external time server. However, you can set the time manually as well. This tutorial takes you directly to the V500's operating system: the Web Configurator.

To set the time on your V500:

- 1 First, we need to get your phone's IP address. Using the LCD menu system, open the MENU > System Info > IP Address screen and note the IP. For example:



- 2 Next, open your web browser and navigate to that IP address. The **Web Configurator** opens displaying the login page.



- 3 Open the **Maintenance > System > Time Setting** screen, and configure your V500's time settings as you see fit.

The screenshot shows the 'Time Setting' configuration page. At the top, there are tabs for 'General' and 'Time Setting', with 'Time Setting' being the active tab. Below the tabs, there are two main sections: 'Current Time and Date' and 'Time and Date Setup'. In the 'Current Time and Date' section, the 'Current Time' is listed as 11:39:3 and the 'Current Date' as 2008-11-28. In the 'Time and Date Setup' section, the 'Manual' radio button is selected. Under 'New Time (hh:mm:ss)', the values are 11, 38, and 52. Under 'New Date (yyyy/mm/dd)', the values are 2008, 11, and 28. There is also an option to 'Get from Time Server' with fields for 'Time Server Address' (asia.pool.ntp.org) and 'Time Server Interval' (1440). The 'Time Zone Setup' section includes a dropdown for 'Time Zone' set to '(GMT+08:00) Beijing, Hong Kong, Perth, Singapore, Taipei'. It also includes fields for 'Daylight Savings' and date ranges for start and end times. At the bottom right are 'Apply' and 'Reset' buttons.

PART II

LCD Screen Menus

Using the LCD Screen (61)

The Phonebook (69)

LCD Menus: Basic Settings (77)

LCD Menus: Advanced (103)

Using the LCD Screen

4.1 Overview

This chapter shows how to use and configure the V500 via the LCD screen menu system.

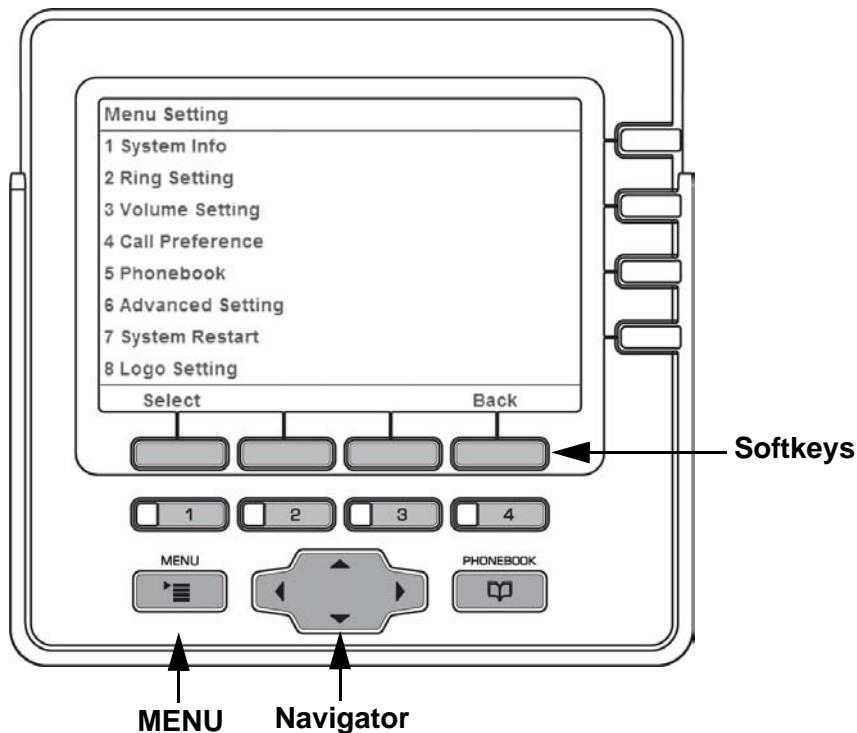


For a complete overview of the V500's navigation and keypad buttons, please refer to Section 1 of the Quick Start Guide.

4.2 The Navigation Pad

The V500's navigation pad allows you to open the LCD menus and make menu selections. There are three major components to it: the **Softkeys**, the **MENU** button, and the **Navigator**, all shown in the image below.

Figure 7 The V500 LCD Screen and Navigation Pad



The following table describes the navigation pad features.

FEATURE	DESCRIPTION
Softkeys 	These keys' functions depend on the screen currently displayed on the LCD screen. A word or symbol displayed on the LCD screen above a softkey shows its current function.
Menu 	Press this to display the V500's configuration menu. Press it again to exit the menu. The menu is not accessible when a call is in progress.
Navigator 	Press these keys to move around the V500's screens. Press ▲ to go up one line in a menu, and press ▼ to go down one line. Press ► to move one space to the right, and press ◀ to move one space to the left. You can also press ► to make a menu selection, and press ◀ to return to the previous menu.

4.3 The Keypad

The keypad is also a very important part of working with the V500's LCD screens. It allows you to make selections based on list position (for example, pressing the **1** key to select item number 1 in the menu) and enter important information into the fields that require it (such as your user name and password).

Figure 8 The V500 Keypad



The following table describes the keypad features.

FEATURE	DESCRIPTION
Alphanumeric keypad 	Use these to enter numbers, letters and symbols. Use the # key to switch between Number mode, Uppercase mode, Lowercase mode and Symbol mode. Enter a menu item's number to jump to that item (single-digit numbers only).

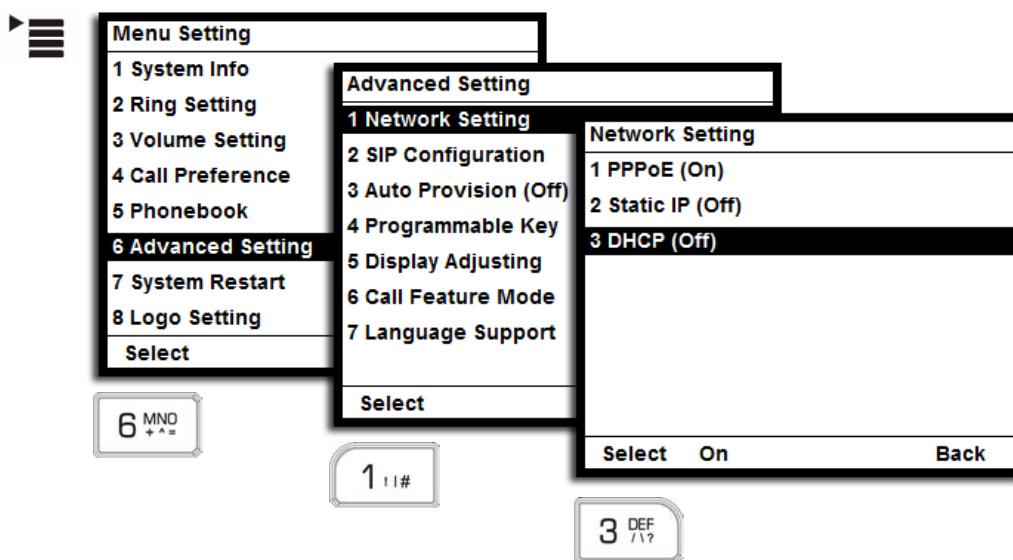
4.4 Working with the LCD Menus

Once you are familiar with the navigation and keypads, it is actually quite easy to move about within the LCD menu system. As described in previous sections, the navigation pad gives you the freedom to open menus and make menu selections while the keypad allows you to configure the specific features that require your direct input.

For example, to activate your V500's DHCP setting, you would:

- 1 Press the **MENU** key to open the **Menu Setting** screen.
- 2 Press **6** on your phone's keypad to open the **Advanced Setting** menu.
If you use the navigator to highlight option 6 instead, then you must press **Select** to actually open the menu.
- 3 Press **1** to open the **Network Setting** menu.
- 4 Press **3** to select the **DHCP** option, and then press **On** or **Off** to toggle it.

Figure 9 Drilling Down



4.4.1 LCD Menu Syntax Conventions

Throughout this manual, whenever a menu item is designated for configuration the option is listed in the following format: **MENU > Path > Option**.

For instance, to set the DHCP status of your phone (continuing with the example from the previous section) the menu item for the configuration option would be displayed as:

MENU > Advanced Setting > Network Setting > DHCP (Off).

4.4.2 Entering Numbers, Letters and Symbols

When you enter information into the V500 (when setting up a phonebook entry, for example) you may need to enter different kinds of characters. The alphanumeric keypad has four input modes:

- **Number mode**
- **Uppercase mode**
- **Lowercase mode**
- **Symbol mode**

Use the # key to cycle between modes.



Not all modes are available in all screens.

When you press a key to enter a character, wait a short time until the cursor moves on to the next space. Press a key multiple times to access the different characters. For example, in **Uppercase mode** press 9 four times to enter “Z”.

The following table shows the numbers, letters and symbols you can enter.

Table 5 Keypad Characters

MODE	Number	Uppercase	Lowercase	Symbol
				K
1	1	[NONE]	[NONE]	! #
2	2	A B C	a b c	: ; “
3	3	D E F	d e f	/ \ ?
4	4	G H I	g h i	@ % &
5	5	J K L	j k l	. ‘ ,
6	6	M N O	m n o	+ ^ =
7	7	P Q R S	p q r s	~ - _
8	8	T U V	t u v	()
9	9	W X Y Z	w x y z	< >
*	.	.	.	\$ *
0	0	[NONE]	[NONE]	[SPACE]
#	[CYCLE MODE]			

4.5 Enabling and Disabling Features

Some of the features on the V500 must be enabled before they can be used or, in some cases, configured. These features display on the LCD screen with **(On)** or **(Off)** next to their names, indicating their current status.

When you need to enable a feature, this is indicated in the text. For example “Enable and select **Advanced Setting > Auto Provision**” means to do the following:

- 1 Press the **MENU** key to enter the menu system.
- 2 Select **Advanced Setting**.
- 3 Use the navigator to highlight **Auto Provision (Off)**.
- 4 Press the **On** softkey.
- 5 Press the **Select** softkey.



You can enable and disable a sub-feature only when you first enable the feature. For example, you can enable or disable specific call forwarding only when you first enable call forwarding.

4.6 LCD Menu Overview

This section shows the LCD menus, and describes what you can do with each.

Press the **MENU** key to access the V500's LCD menu system.

Table 6 LCD Menu Overview

MENU		DESCRIPTION
System Info	Firmware Version	Use this to see the version number of the firmware the V500 is currently using.
	IP Address	Use this to see the IP address, subnet mask, gateway, DNS settings currently assigned to the V500, as well as the V500's Media Access Control (MAC) address.
	VOIP Status	Use these to see the SIP number used by each SIP account (1 ~4), and to check whether each account is registered with a SIP server.
Ring Setting	Default / Family / Business / Friend / Others	Use these menus to set the V500 to ring differently when an incoming call is from a member of a group you set up in the Phonebook > Group menu.
Volume Setting	Speaker Volume	Use this menu to set the loudness of the internal speaker.
	Phone Volume	Use this menu to set the loudness of the V500's handset.
	Ring Volume	Use this menu to set the loudness of the V500's ringtone.
	Headset Volume	Use this menu to set the loudness of an external headset you plug into the V500.

Table 6 LCD Menu Overview (continued)

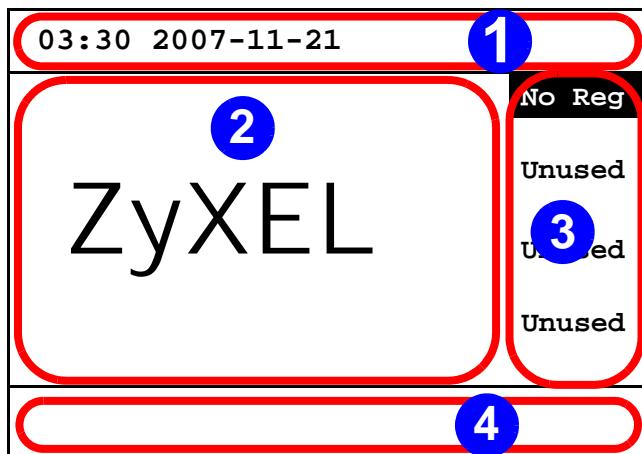
MENU			DESCRIPTION
Call Preference	Receive Anonymous Call		Use this to allow or prohibit incoming calls that do not carry caller ID information.
	Call Forward	Unconditional Forward	Use this to forward all calls. When this is activated, Conditional Forward is deactivated
		Conditional Forward	Use this menu to set the conditions under which calls are forwarded. When this is activated, Unconditional Forward is deactivated.
		Forward Number	Use this to set up the phone number to which calls are forwarded.
		Specific Forward	Use this menu to forward certain specific incoming calls to different phone numbers.
Phonebook	Contact List		Use this menu to view, add, edit or delete details of your contacts.
	Group	Default / Family / Business / Friend / Others	Use these menus to see which of your contacts belong to each group.
	Block List		Use this to see which phone numbers are prevented from calling you.
	DND White List		Use this to see which of your contacts are still able to call you when you have DND (Do Not Disturb) turned on.
	Speed Dial		Use this to set up one-touch calling for phone numbers you call often.
Advanced Setting	Network Setting	PPPoE	Use this menu to configure your PPPoE username and password, if provided by your Internet Service Provider or network administrator.
		Static IP	Use this menu to give your V500 an IP address.
		DHCP	Use this menu to have the V500 get an IP address automatically.
	SIP Configuration	VoIP 1 ~ 4 Configuration	Use these screens to set up your V500 to use your Voice over Internet (VoIP) account. You can configure up to four accounts.
	Auto Provision		Use this to have your V500 get its settings from an auto-configuration server. You must know the server's IP address.
	Programmable Key		Use this to set up the V500's custom keys.
	Display Adjusting	Contrast	Use this to change the contrast of the V500's LCD screen.
		Brightness	Use this to change the brightness of the V500's LCD screen.
	Call Feature Mode	Local Mode	Use this to toggle Local Mode on and off.
		PBX Mode	Use this menu to configure PBX-specific settings if your PBX does not use auto-provisioning to configure them for you.
	Language Support		Use this menu to configure which language the V500 LCD menus utilize.

Table 6 LCD Menu Overview (continued)

MENU	DESCRIPTION
System Restart	Use this to restart the V500. Using this feature does NOT return the V500 to its factory defaults.
Logo Setting	Use this to define the corporate logo that appears on the V500's at-rest screen.

4.7 The LCD Status Screen

When you first turn on the V500 or make a call, the status screen displays. The status screen is divided into four main sections, as shown below.

Figure 10 LCD Status Screen

The following table describes the labels in this figure.

Table 7 LCD Status Screen

LABEL	DESCRIPTION
1	Time and Date Section This section shows the current time and date configured on the V500.
2	Calling Section This section shows information about the current active call.
3	SIP Account Tabs These tabs show which of the four configurable SIP accounts is currently active. When an account is activated but has not registered, a tab displays No Reg . When a SIP account is registered, its name displays in the tab. Use the Advanced Setting > SIP Configuration menus to register a SIP account.
4	Message Bar This section displays messages and suggestions, for example "Please Dial" when a line is activated. It also displays the current function of the softkeys below.

The Phonebook

5.1 Overview

Use the V500's phonebook to store the names and phone numbers of your contacts. You can either add phonebook entries yourself, or they can be supplied via auto provisioning.

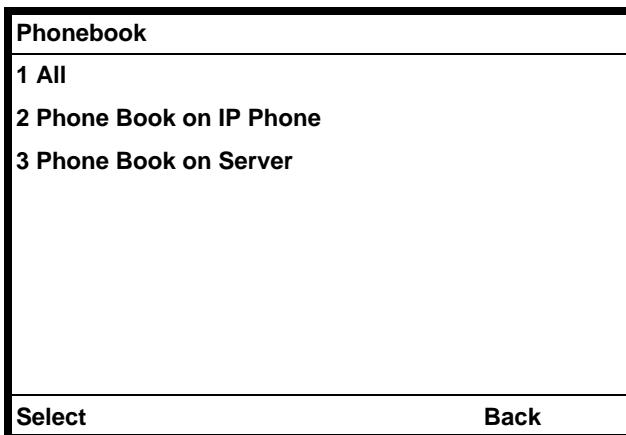
The following sections describe how to add, edit, delete and use phonebook entries.

5.2 Add a Phonebook Entry

Take the following steps to add a contact's entry to the V500's phonebook.

- 1 Press the **PHONEBOOK** key. The **Contact List** screen appears.
- 2 If your V500 uses an auto-provisioning server, the following screen displays. Otherwise, the **Contact List** screen displays (see step 3).

Figure 11 LCD Public / Private Phonebooks



The **Server** phonebook contains contact details from the auto-provisioning server. You cannot add to or edit these. The **IP Phone** phonebook contains contact details stored on the V500. Select **Phone Book on IP Phone**.

3 The **Contact List** screen displays.

Figure 12 LCD Contact List

Private Phonebook			
1. Andrew 912345			
2. Bob 923456			
3. Connie 934567			
Edit	Add	Del	Back



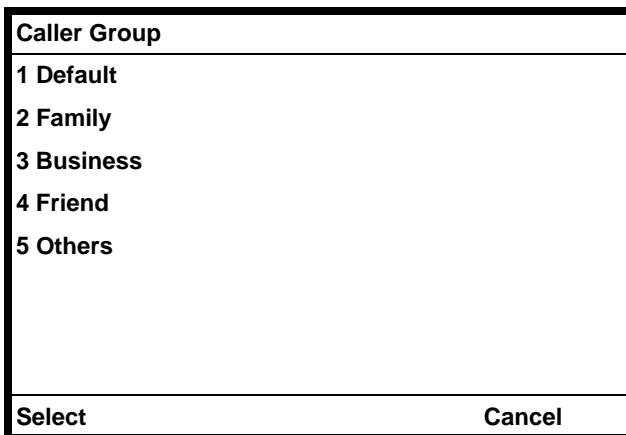
You can also access the **Contact List** screen by pressing the **MENU** key and selecting **Phonebook > Contact List**.

4 Press **Add**. The **Contact List - Add** screen appears

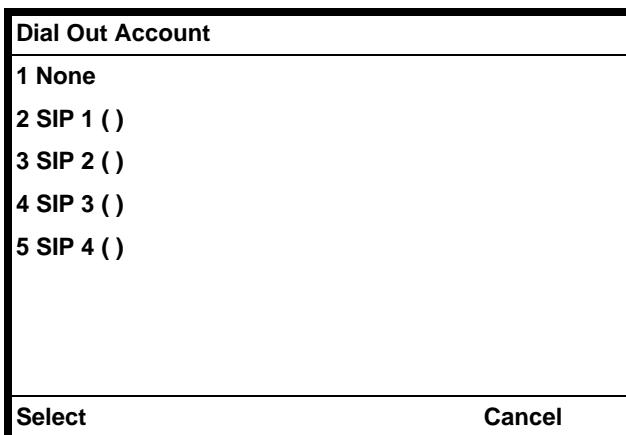
Figure 13 LCD Contact List - Add..

Contact List - Add		Uppercase
Name:		
Number:		
Group: Default		
Block: Off		
Dial Out Account: None		
Speed Dial: None		
Select	Save	<
		Cancel

- Enter your contact's name in the **Name** field. This **Name** displays when you use the phonebook to call the contact.
- Enter your contact's phone number in the **Number** field. When you call the contact, the V500 calls this number exactly as you enter it here.
- If you want to add this contact to a caller group select **Group**. The **Caller Group** screen displays.

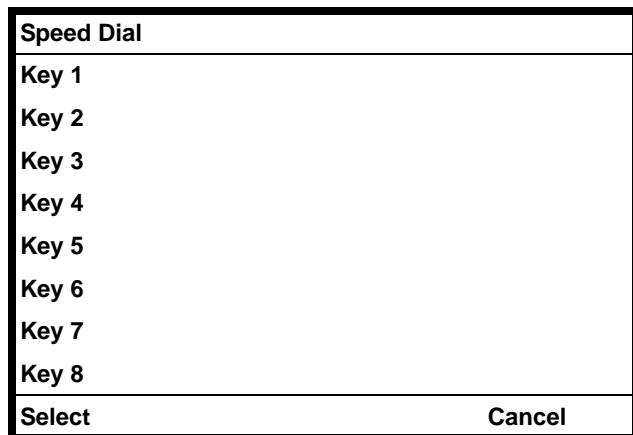
Figure 14 LCD Caller Group

- Select the group to which you want to add this contact. When the contact calls you, the V500 uses the ring tone you configure in the **Ring Setting** menu.
- If you want to stop your phone from ringing when this contact calls you, select **Block**.
- If you want to always use a certain SIP account to call this contact, select **Account**. The **Assign Account** screen appears.

Figure 15 LCD Assign Account

Select the SIP account you want to use. If you select **None** the V500 uses whichever SIP account is currently active when you call this number.

- If you want to use speed dial to call this number, select **Speed Dial**. The **Speed Dial** screen appears.

Figure 16 LCD Assign Account

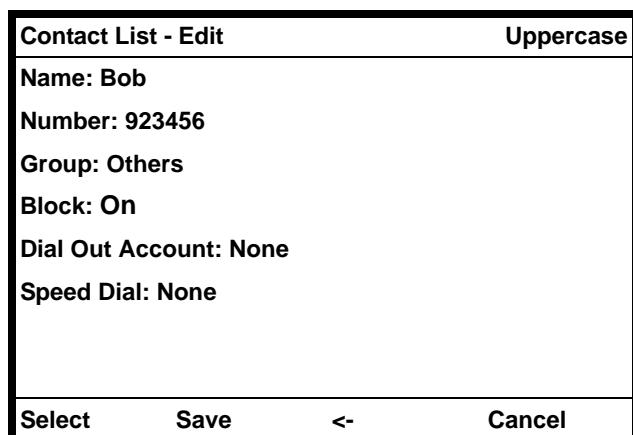
Select the numeric keypad key you want to use for this contact from the list, and press **Select**.

- 5 In the **Contact List - Add** screen, press **Save**. If you entered a name, the contact's entry is stored alphabetically in the phonebook. If you did not enter a name, the contact is stored numerically.

5.3 Edit a Phonebook Entry

Take the following steps to change the details of a contact you already entered into the V500's phonebook.

- 1 Press the **PHONEBOOK** key. The **Contact List** screen displays. Scroll down to the entry you want to change. Press **Edit**. The **Contact List - Edit** screen displays.

Figure 17 LCD Contact List - Edit

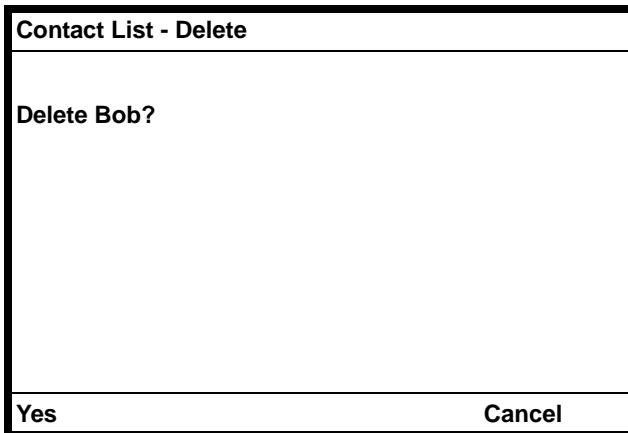
- 2 Scroll to the field you want to edit. If you want to change the **Group** or **Assign Account** settings, or to toggle the **Block** field on or off, press **Select**. Press **Save** when you have finished editing the entry.

5.4 Delete a Phonebook Entry

Take the following steps to remove a contact's entry from the phonebook.

- 1 Press the **PHONEBOOK** key. The **Contact List** screen displays.
Scroll down to the entry. Press **Delete**. The **Contact List - Delete** screen displays.

Figure 18 LCD Contact List - Delete

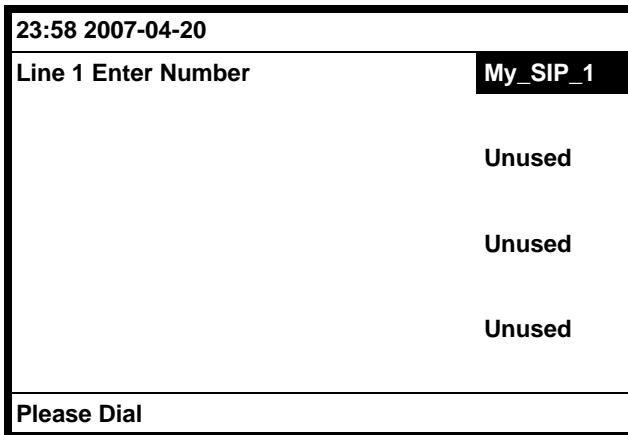


- 2 Press **Yes** to delete the entry, or press **Cancel** to return to the previous screen.

5.5 Call a Phonebook Contact

In order to call a number you previously entered into the V500's phonebook, first activate a line (lift the handset, or press the **SPEAKER** or **HEADSET** key). The following screen displays. Ensure you can hear a dial tone.

Figure 19 LCD Dial Screen



There are two ways to call a contact using the phonebook: you can search by number, or by name.

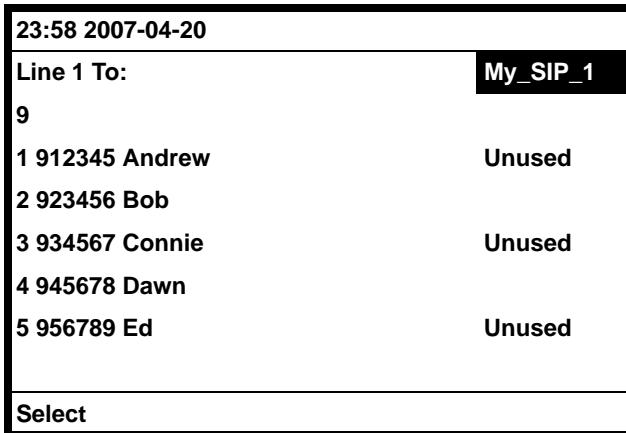
5.5.1 Search by Number

Take the following steps to search the phonebook by number.

- 1 Begin to type in the phone number. The LCD automatically displays all phonebook entries that match the initial dialed number.

For example, if you enter “9”, the LCD displays all entries whose phone numbers begin with a 9.

Figure 20 LCD Search by Number Example 1

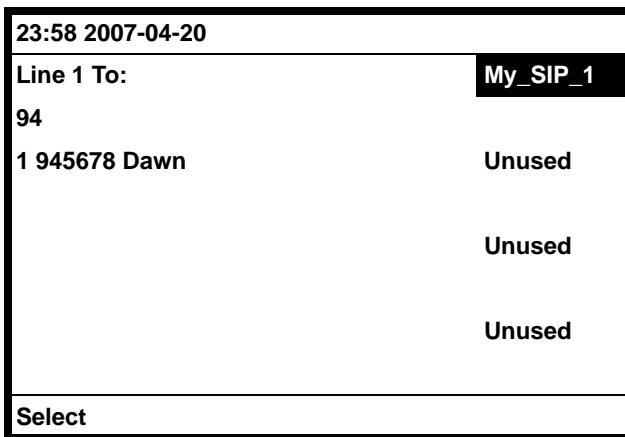


- 2 Either use the navigator to select an entry, or continue to enter the phone number.



The numbers that display to the left of a contact's phone number are index numbers only - you cannot use them to select an entry.

When you enter more digits, the LCD displays only those phonebook entries that correspond. For example, if you enter “94” then the LCD displays only those entries that begin with “94”.

Figure 21 LCD Search by Number Example 2

- 3 Highlight the entry you want to call using the navigator, and press **Select** to begin the call.

5.5.2 Search by Name

Take the following steps to search the phonebook by name.

- 1 Press the **PHONEBOOK** key. The **Contact List** screen appears.
- 2 Either scroll up and down using the navigator to select an entry, or use the alphanumeric keypad to enter the first letter of a contact's name. For example, press the **2** key three times to enter a "C". The cursor jumps to the first entry starting with that letter (if no entry starting with that letter exists, nothing happens).



The numbers that display to the left of a contact's name in this screen are index numbers only - you cannot use them to select an entry to call.

5.6 Calling a Number Not in the Phonebook

When you want to call a number that is not in your V500's phonebook, activate a line, dial the number as usual and simply ignore the phonebook entries that appear. Press the **SEND** key to start the call.

LCD Menus: Basic Settings

6.1 Overview

This chapter discusses how to set up your V500 using the internal configuration menus.

6.2 Entering the Menu System

Press the **MENU** key on the V500's front panel to enter the menu system. The **Menu Setting** screen displays as shown below.

Figure 22 LCD Menu Setting

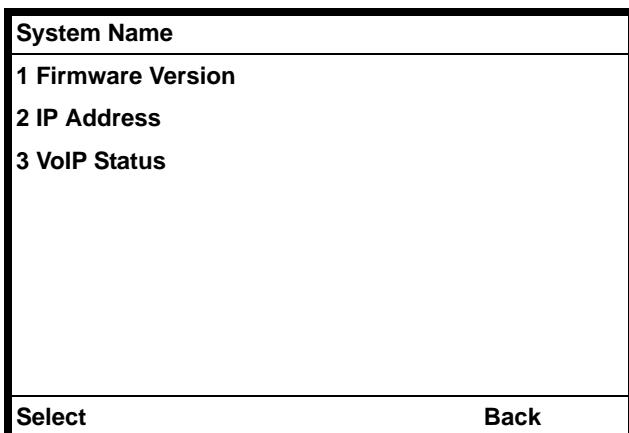
Menu Setting
1 System Info
2 Ring Setting
3 Volume Setting
4 Call Preference
5 Phonebook
6 Advanced Setting
7 System Restart
8 Logo Setting
Select
Back

See the rest of this chapter for details on configuring each menu. For background information, see the relevant chapter in the web configurator section of this User's Guide.

6.3 The System Info Menu

The System Info menu allows you to quickly check some of your V500's settings. These settings are read-only. Press **MENU > System Info**. The following screen displays.

Figure 23 LCD Menu: System Info



The following table describes the labels in this screen.

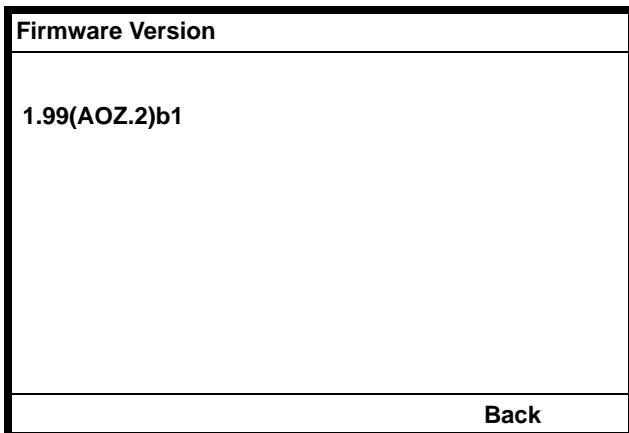
Table 8 LCD Menu: System Info

LABEL	DESCRIPTION
Firmware Version	Select this to see the current firmware version the V500 is using.
IP Address	Select this to see the IP address and DNS (Domain Name Server) settings of your V500. You can change these settings in the Advanced Setting > Network Setting menu. You can also see the MAC (Media Access Control) address of your V500. Every network device has a unique MAC address that identifies it.
VoIP Status	Select this to see the SIP number and registration status of your configured SIP account(s). You can change VoIP settings in the Advanced Setting > SIP Configuration menu.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.3.1 Firmware Version

Use these menus to check your V500's firmware version. Select **Firmware Version** in the **System Info** menu. The following screen displays.

Figure 24 LCD Menu: Firmware Version

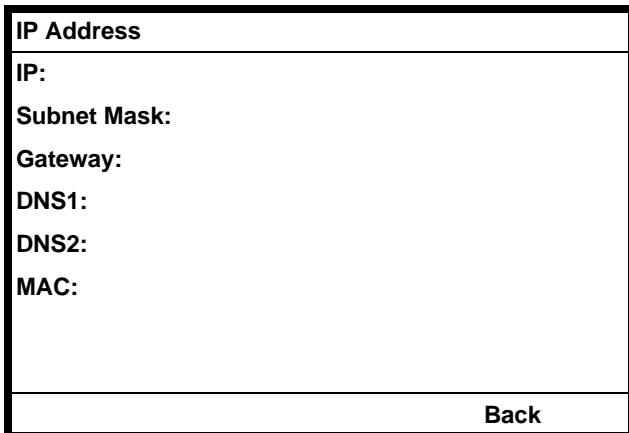


You can upload new firmware using the web configurator. Press **Back** to return to the previous menu.

6.3.2 IP Address

Use this menu to see information about the V500's current IP address, DNS and MAC address information. Select **IP Address** in the **System Info** screen. The following screen displays.

Figure 25 LCD Menu: IP Address



The following table describes the labels in this screen.

Table 9 LCD Menu: IP Address

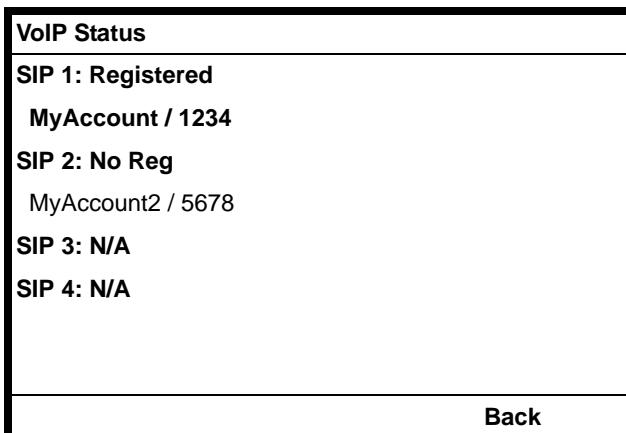
LABEL	DESCRIPTION
IP Address	This is the IP address currently assigned to the V500.
IP Subnet Mask	This is the subnet mask currently configured on the V500.

Table 9 LCD Menu: IP Address

LABEL	DESCRIPTION
Gateway	This is the IP address of the device on the network your V500 uses to access the Internet.
DNS1	This is the primary DNS (Domain Name System) server your V500 uses.
DNS2	This is the secondary (backup) DNS server your V500 uses.
MAC	This is your V500's Media Access Control Address.
Back	Press this to return to the previous screen.

6.3.3 VoIP Status

Use this screen to check the SIP number associated with each VoIP account configured on the V500, and to see whether an account is correctly registered with a SIP server. Select **VoIP Status** in the **System Info** menu. The following screen displays.

Figure 26 LCD Menu: VoIP Status

The following table describes the labels in this screen.

Table 10 LCD Menu: VoIP Status

LABEL	DESCRIPTION
SIP 1 ~ 4	These are the VoIP accounts configured on the V500. An account must be registered to make and receive calls, and must be active before the V500 tries to register it. <ul style="list-style-type: none">• If an account is active and registered, Registered displays. The account name and number appear below.• If an account is active but has not registered, No Reg displays. The account name and number appear below.• If an account is not active, N/A displays.
Back	Press this to return to the previous screen.

6.4 The Ring Setting Menu

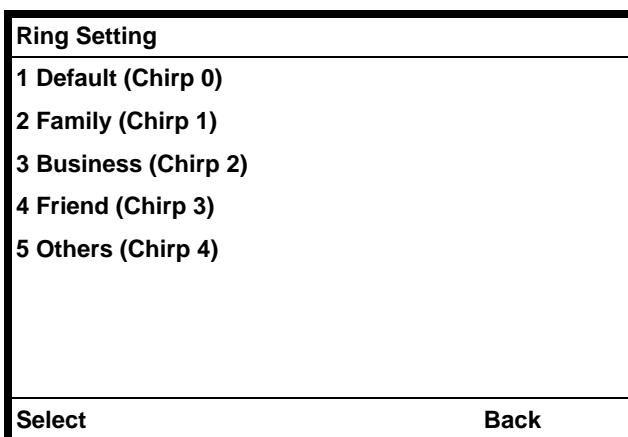
The **Ring Setting** menu allows you to set the V500 to ring differently when certain people call you. This depends on the group that the person's phonebook entry belongs to.

To have the V500 ring differently when someone calls you, you must do the following things:

- Set up a new phonebook entry (**Phonebook > Contact List > Add**) or **Edit** an existing entry.
- Set the contact to belong to a **Group** other than **Default (Friend)**, for example.
- Use the **Ring Setting** menu to set up a different ringtone for the group.

Select **Ring Setting**. The following screen displays.

Figure 27 LCD Menu: Ring Setting



The following table describes the labels in this screen.

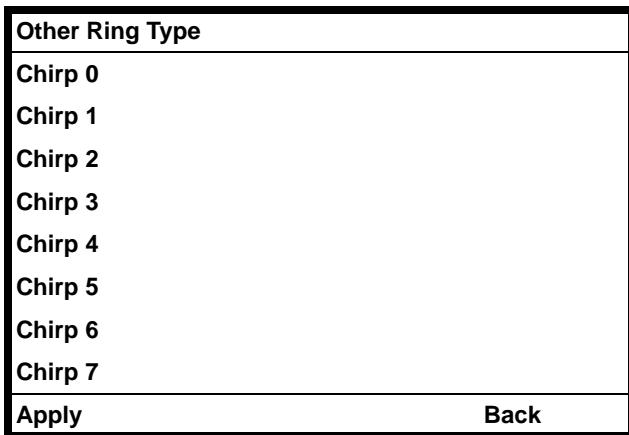
Table 11 LCD Menu: Ring Setting

LABEL	DESCRIPTION
Default	Select this to change the ringtone the V500 uses when an incoming call is not from a member of any group.
Family, Business, Friend, Others	Select this to change the ringtone the V500 uses when an incoming call is from a member of that group.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.4.1 The Ring Type Menu

Use this menu to audition and select ring tones for each call group. Select one of the options in the **Ring Setting** menu. The following screen displays (this example uses the **Others** group).

Figure 28 LCD Menu: Ring Type



The following table describes the labels in this screen.

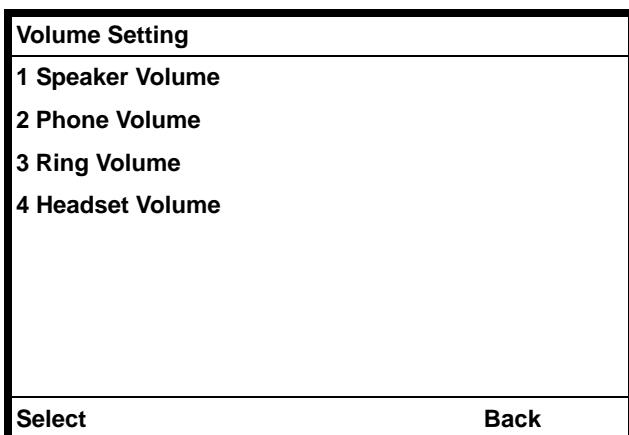
Table 12 LCD Menu: Ring Type

LABEL	DESCRIPTION
Chirp 0 ~ 12	Scroll up and down the list to highlight and audition each available ringtone.
Apply	Press this to save your changes.
Back	Press this to return to the previous screen without saving your changes.

6.5 The Volume Setting Menu

Use these menus to set the loudness of the V500's audio equipment.

Figure 29 LCD Menu: Volume Setting



The following table describes the labels in this screen.

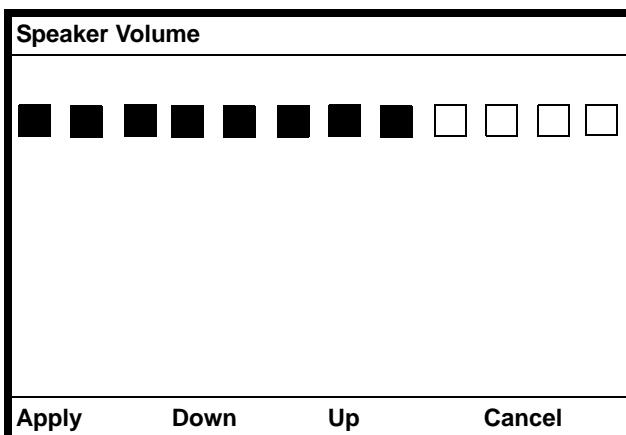
Table 13 LCD Menu: Volume Setting

LABEL	DESCRIPTION
Speaker Volume	Select this to set the internal speakerphone volume. This controls both the internal speaker and the internal microphone.
Phone Volume	Select this to set the handset volume. This controls both the handset's speaker and its microphone.
Ring Volume	Select this to set the volume of the V500's ringtone. This setting applies to all configured group rings.
Headset Volume	Select this to set the volume of an attached headset (or any device connected to the external speaker and/or microphone sockets). This controls both the handset's speaker (earpiece) and its microphone.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.5.1 Volume Screen

When you select one of the options in the **Volume Setting** menu, a screen similar to the following displays. This example uses the **Speaker Volume** screen.

Figure 30 LCD Menu: Volume Screen



The following table describes the labels in this screen.

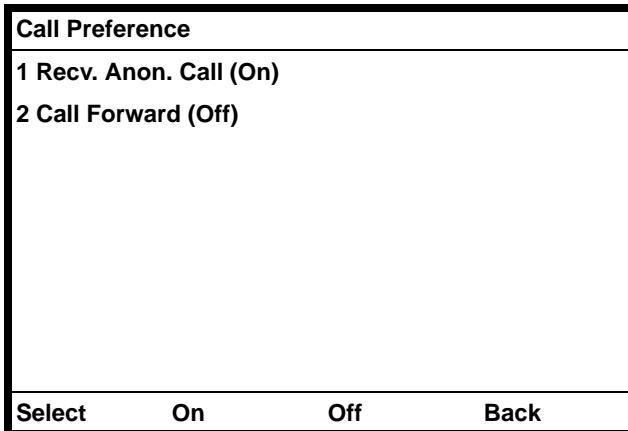
Table 14 LCD Menu: Volume Setting

LABEL	DESCRIPTION
Save	Press this to save your settings.
Up	Press this to increase the volume.
Down	Press this to decrease the volume.
Cancel	Select this to return to the previous screen without saving your settings.

6.6 The Call Preference Menu

Use these menus to allow or prohibit incoming calls that do not carry caller ID information, and to set up call forwarding. Select **Call Preference**. The following screen displays.

Figure 31 LCD Menu: Call Preference



The following table describes the labels in this screen.

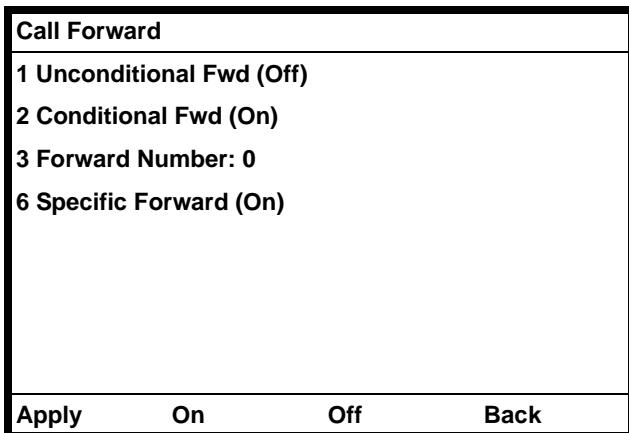
Table 15 LCD Menu: System Info

LABEL	DESCRIPTION
Recv. Anon. Call	When you turn this on, the V500 allows incoming calls that do not have caller ID. When you turn this off, the V500 allows only incoming calls that have caller ID.
Call Forward	Enable this to set the V500 to redirect incoming calls to other phone numbers.
Select	Press this to choose the highlighted field in the menu.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Back	Press this to return to the previous screen.

6.6.1 Call Forward

Use these menus to set up and activate different kinds of call redirection for incoming calls. Enable and select **Call Preference > Call Forward**. The following screen displays.

Figure 32 LCD Menu: Call Forward



The following table describes the labels in this screen.

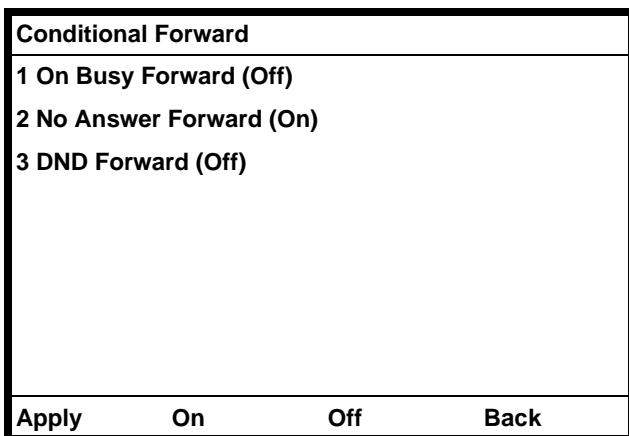
Table 16 LCD Menu: Call Forward

LABEL	DESCRIPTION
Unconditional Fwd	Select this to have the V500 forward calls under all circumstances.
Conditional Fwd	Select this to set up call forwarding under certain specific circumstances.
Forward Number	Select this to set the phone number to which you want the V500 to forward calls. This setting does not apply to specific call forwarding.
Specific Forward	Select this to have the V500 forward calls that come from specific phone numbers only. You can set up to ten call forwarding rules, each of which can forward calls to a different phone number.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Apply	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.6.1.1 Conditional Forward

Use this menu to specify the conditions under which you want calls to be redirected. Enable and select **Call Preference > Call Forward > Conditional Forward**. The following screen displays.

Figure 33 LCD Menu: Conditional Forward



The following table describes the labels in this screen.

Table 17 LCD Menu: Conditional Forward

LABEL	DESCRIPTION
On Busy Forward	Select this to forward incoming calls when a call is already in progress on the V500.
No Answer Forward	Select this to forward incoming calls when you do not answer.
DND Forward	Select this to forward incoming calls when DND (Do Not Disturb) is switched on.
Apply	Press this to choose the highlighted field in the menu.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Back	Press this to return to the previous screen.

6.6.1.2 Forward Number

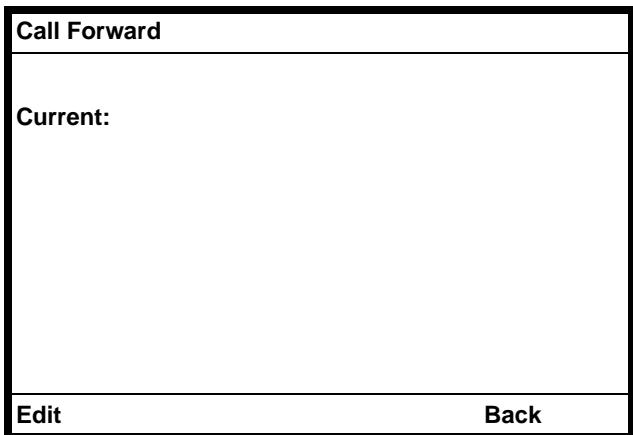
Use this menu to set the phone number to which calls are redirected.



This phone number is used for unconditional and conditional call forwarding, but not for specific call forwarding.

Select **Call Preference > Call Forward > Forward Number**. The following screen displays.

Figure 34 LCD Menu: Forward Number



The following table describes the labels in this screen.

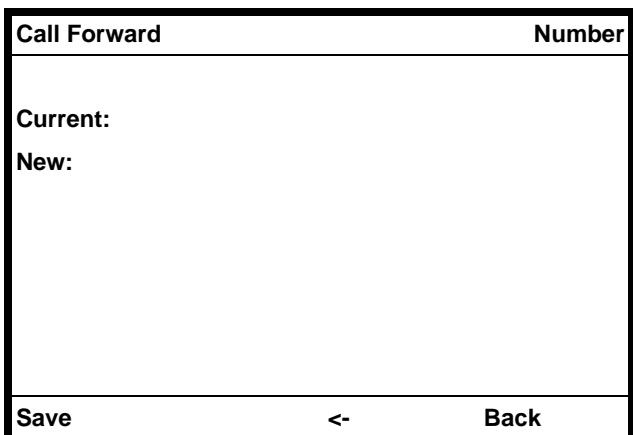
Table 18 LCD Menu: Forward Number

LABEL	DESCRIPTION
Current	This is the phone number to which the V500 forwards calls at the moment.
Edit	Press this to change the phone number to which the V500 forwards calls.
Back	Press this to return to the previous screen.

6.6.1.2.1 Forward Number - Edit

Press **Edit** in the **Forward Number** screen to change the phone number to which the V500 forwards calls. The following screen displays.

Figure 35 LCD Menu: Forward Number - Edit



The following table describes the labels in this screen.

Table 19 LCD Menu: Forward Number - Edit

LABEL	DESCRIPTION
Current	This is the phone number to which the V500 forwards calls at the moment.
New	Enter the number you want the V500 to use for forwarding calls.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

6.6.1.3 Specific Forward

These menus allow you to set the V500 to recognize incoming calls from a certain particular number and then redirect the calls to another number. You can configure up to ten specific call forwarding rules. Each incoming call number can be set to redirect to a different call forwarding number.

Enable and select **Call Preference > Call Forward > Specific Forward**. The following screen displays.

You can configure up to ten specific forwarding entries.

Figure 36 LCD Menu: Specific Forward Entry Table

Specific Forward			
Entry 1 (Off)			
Entry 2 (Off)			
Entry 3 (Off)			
Entry 4 (Off)			
Entry 5 (Off)			
Entry 6 (Off)			
Entry 7 (Off)			
Entry 8 (Off)			
Select	On	Off	Back

The following table describes the labels in this screen.

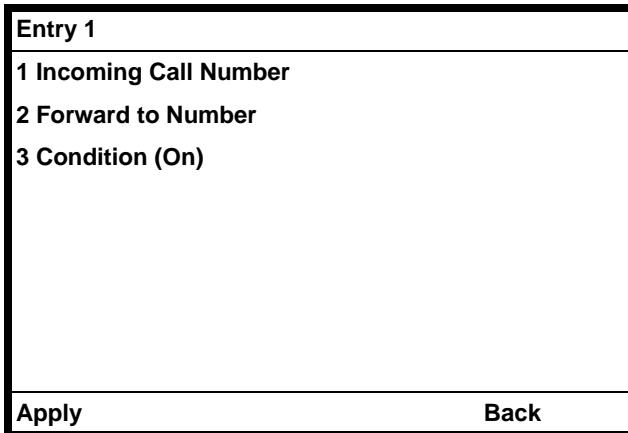
Table 20 LCD Menu: Specific Forward Entry Table

LABEL	DESCRIPTION
Entry 1 ~ 10	Select a specific call forwarding entry to see or edit the corresponding rule.
Select	Press this to choose the highlighted field in the menu.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Back	Press this to return to the previous screen.

6.6.1.3.1 Specific Forward Entry

Use the specific forward entries to specify the incoming caller's number, the number to which you want the call to be redirected, and the conditions under which it should be redirected. When you enable and select an **Entry** in the **Specific Forward Entry Table** menu, the following menu displays. This example uses entry 1.

Figure 37 LCD Menu: Specific Forward Entry



The following table describes the labels in this screen.

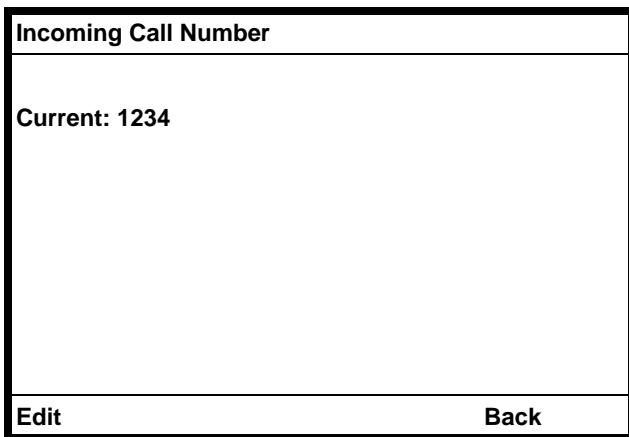
Table 21 LCD Menu: Specific Forward Entry

LABEL	DESCRIPTION
Incoming Call Number	Select this to see or edit the phone number to which this rule applies.
Forward to Number	Select this to see or edit the phone number to which the V500 forwards calls.
Condition	Select this to see or edit the conditions under which the V500 forwards calls from this Incoming Call Number .
Apply	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

Take the following steps to configure a specific forward entry.

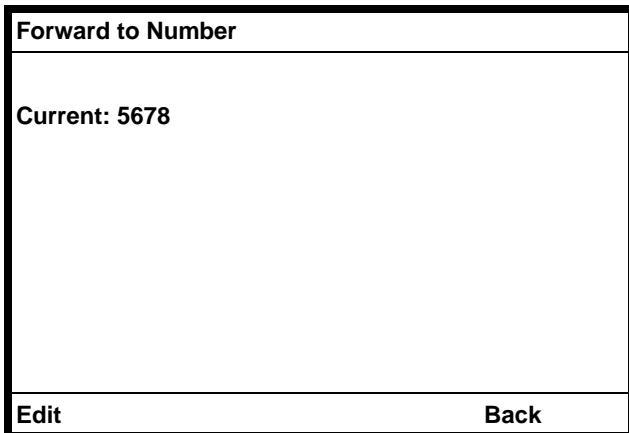
- 1 Select **Incoming Call Number** in the **Specific Forward Entry** menu. The following screen displays.

Figure 38 LCD Menu: Incoming Call Number

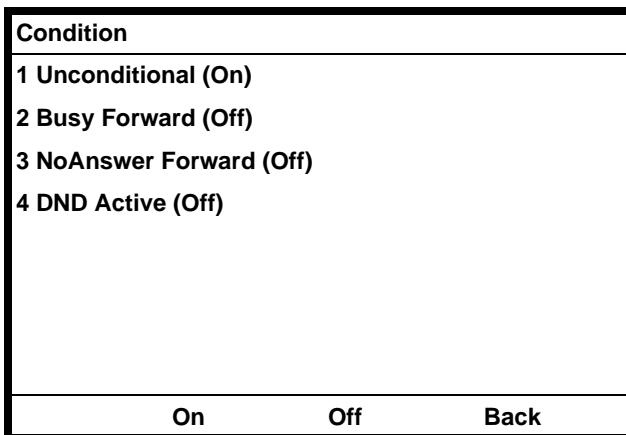


- 2** Press **Edit**. Enter the new incoming call number and press **Save**. The **Specific Forward Entry** menu displays.
- 3** Select **Forward to Number**. The following screen displays.

Figure 39 LCD Menu: Forward to Number



- 4** Press **Edit**. Enter the number you want calls to redirect to and press **Save**. The **Specific Forward Entry** menu displays again.
- 5** Select **Condition**. The following screen displays.

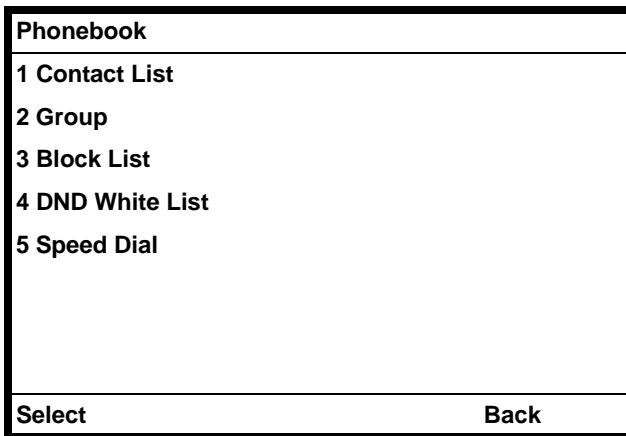
Figure 40 LCD Menu: Condition

- 6** Select the conditions under which you want calls from this number to be redirected.
 - Enable **Unconditional** to have the V500 always redirect calls from this number.
 - Enable **Busy Forward** to have the V500 redirect calls if the line is busy.
 - Enable **NoAnswer Forward** to have the V500 redirect calls if you do not pick up.
 - Enable **DND Active** to have the V500 redirect calls from this number if you have DND (Do Not Disturb) turned on.
- 7** Press **Back**. The **Specific Forward Entry** menu displays.
- 8** Ensure that **On** is also selected in the **Specific Forward** and **Call Forward** menus. Your specific forward entry is successfully configured.

6.7 The Phonebook Menu

Use the phonebook to set up a list of your contacts. You can also assign your contacts to groups, block calls from them, allow them to call you even when you have DND (Do Not Disturb) turned on, and set up speed dial entries.

Select **Phonebook**. The following screen displays.

Figure 41 LCD Menu: Phonebook

The following table describes the labels in this screen.

Table 22 LCD Menu: Phonebook

LABEL	DESCRIPTION
Contact List	Select this to set up, edit or delete a phonebook entry.
Group	Select this to see the phonebook entries belonging to each group.
Block List	Select this to see the phone numbers that are prevented from calling the V500.
DND White List	Select this to see which contacts (phonebook entries) are allowed to call the V500 even when DND (Do Not Disturb) is turned on.
Speed Dial	Select this to see or configure speed dial entries.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.7.1 Contact List

Use the Contact List to add, edit or remove entries from the phonebook. Use the navigator and press the yellow **SEND** key to call the selected entry (the V500 uses the speakerphone and the default line and SIP account to make the call).

Select **Phonebook > Contact List**.



You can also press the **PHONEBOOK** key on the V500 to access the Contact List.

See [Chapter 5 on page 69](#) for information on using the Contact List.

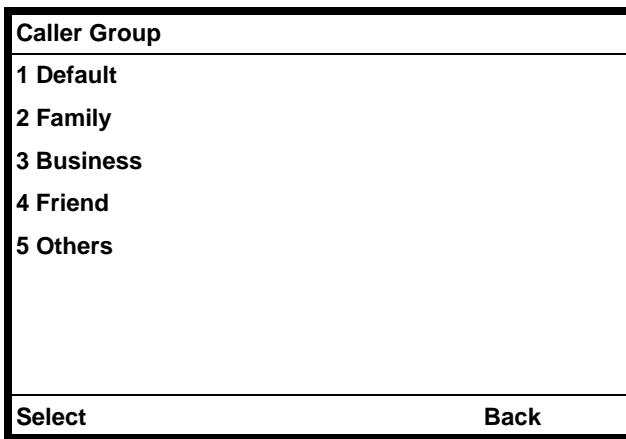
6.7.2 Caller Group

Use these menus to see which of your contacts belong to the predefined groups on the V500. You can set the V500 to ring differently when people from different groups call you.



Configure which group a contact belongs to in the **Phonebook > Contact List** screen. Configure group rings in the **Ring Setting** screen.

Select **Phonebook > Group**. The following screen displays.

Figure 42 LCD Menu: Caller Group

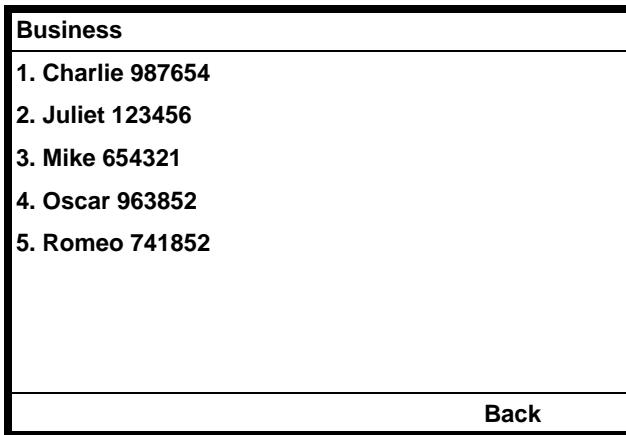
The following table describes the labels in this screen.

Table 23 LCD Menu: Caller Group

LABEL	DESCRIPTION
Default / Family / Business / Friend / Others	Select one of the groups to see which of your contacts belong to the group. If you did not specify a group when you set up a contact's phonebook entry, the contact belongs to the Default group.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

6.7.2.1 The Caller Group List

Select one of the options in the Caller Group menu to display a list of the contacts who belong to that group. This example shows the list of **Business** contacts.

Figure 43 LCD Menu: Caller Group List

Scroll through the list using the navigator, and press the yellow **SEND** key to make a call to the highlighted contact. The V500 uses the speakerphone and the default line and SIP account to make the call. Alternatively, press **Back** to return to the previous screen.

6.7.3 Block List

This shows the phone numbers that are barred from calling you. When you are called from a number on the Block List, the V500 does not ring.



You can either configure the numbers you want to block in this screen (press **Add**) or set an entry in the **Contact List** to be blocked.

Select **Phonebook > Block List**. The following screen displays.

Figure 44 LCD Menu: Block List

Block List			
1. Peter 13145445423			
2. Sidney 1006			
Edit	Add	Del	Back

The following table describes the labels in this screen.

Table 24 LCD Menu: Block List

LABEL	DESCRIPTION
Edit	Press this to change the details of an entry in the list.
Add	Press this to block incoming calls from a phone number that does not belong to one of your contacts. If you want to block one of your contacts, edit the contact's phonebook entry (activate Block in the Phonebook > Contact List > Edit menu).
Delete	Press this to remove an entry from the list.
Back	Press this to return to the previous screen.

6.7.4 DND White List

This shows which of your contacts can call you when DND (Do Not Disturb) is turned on. When someone on the DND White List calls, the V500 rings whether DND is on or not.



Only entries in your Contact List can be in the DND White List.

Select **Phonebook > DND White List**. The following screen displays.

Figure 45 LCD Menu: DND White List

DND White List			
1. Hedy 1345795			
2. Jayne 245795			
3. Lana 0986543			
4. Lauren 123456789			
Add	Del	Back	

The following table describes the labels in this screen.

Table 25 LCD Menu: Block List

LABEL	DESCRIPTION
Add	Press this to add a phonebook entry to the list.
Delete	Press this to remove an entry from the list. When you do this, the Contact List entry itself is not deleted.
Back	Press this to return to the previous screen.

6.7.5 The Speed Dial Menu

This menu allows you to set up one-touch calling. You can map a phone number to an alphanumeric keypad key (**0** to **9**) and then use that keypad key to call the phone number (press and hold the key for one second or longer).



If you want to call SIP numbers directly, or call SIP numbers that use letters, you need to set up a speed dial entry.

Select **Speed Dial** in the **Phonebook** menu. The following screen displays.

Figure 46 LCD Menu: Speed Dial

Speed Dials	
Key 1:	123456
Key 2:	987654
Key 3:	6573179
Key 4:	
Key 5:	
Key 6:	
Key 7:	
Key 8:	
Edit	Back

The following table describes the labels in this screen.

Table 26 LCD Menu: Speed Dial

LABEL	DESCRIPTION
Edit	Highlight an entry in the list using the navigator, then press Edit to configure the entry.
Back	Press this to return to the previous screen.

6.7.5.1 Using Speed Dial

Do the following to call a number you configured in the **Speed Dial** menu:

- 1 Activate a line. Check you can hear a dial tone.
- 2 Press the alphanumeric keypad key and hold it down for one second or longer.

For example, if you set the **SK0** rule in the **Speed Dial** menu to call the number “987654”, press and hold the **0** key to call “987654”.

6.7.5.2 The Speed Dial - Edit Screen

The **Speed Dial - Edit** screen allows you to add and change the phone numbers that are mapped onto the alphanumeric keys. Press **Edit** in the **Speed Dial** screen. A screen similar to the following displays (this example uses the screen for the **0** alphanumeric key).

Figure 47 LCD Menu: Speed Dial - Edit

Speed Dial - Edit	Number
Key 1:	
Current:	
New:	
Pbook	Save
	<-
	Back

The following table describes the labels in this screen.

Table 27 LCD Menu: Speed Dial - Edit

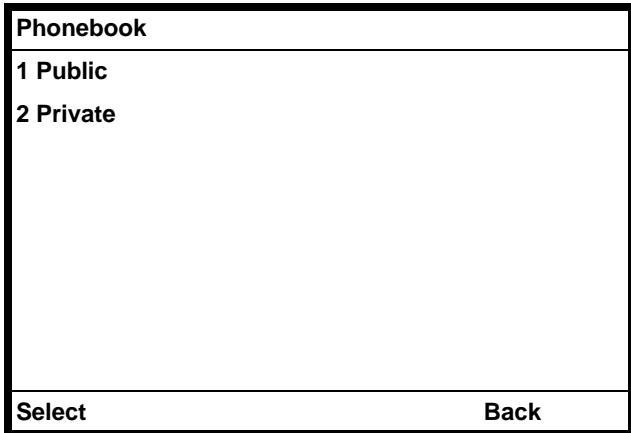
LABEL	DESCRIPTION
SK0 ~ SK9	This shows the alphanumeric key you press to call this speed dial number. For example, press and hold the 5 for one second or longer key to call the number configured in the SK5 rule.
Current	This is the phone number already configured for this speed dial rule.
New	Enter the phone number you want the V500 to call when you use this speed dial key.
Mode	Cycle through different character input modes using the # key.
Pbook	Press this to use a phone number from the phonebook as the new speed dial number.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

6.7.5.2.1 Speed Dial - Edit Phonebook

Take the following steps to map a phonebook entry to a speed dial key

- 1 Press **Pbook** in the **Speed Dial** screen. The following screen displays.

Figure 48 LCD Menu: Speed Dial - Edit Phonebook



The **Public** phonebook contains contact details obtained from an auto-provisioning server. The **Private** phonebook contains the contact details you set up on the V500.

Select the phonebook you want to use.

- 2 The **Contact List** menu displays (see [Chapter 5 on page 69](#)). Choose the entry you want to map to the speed dial key and press **Select**.
- 3 The **Speed Dial - Edit** screen appears, with the contact's name in the **New** field. Press **Save**.

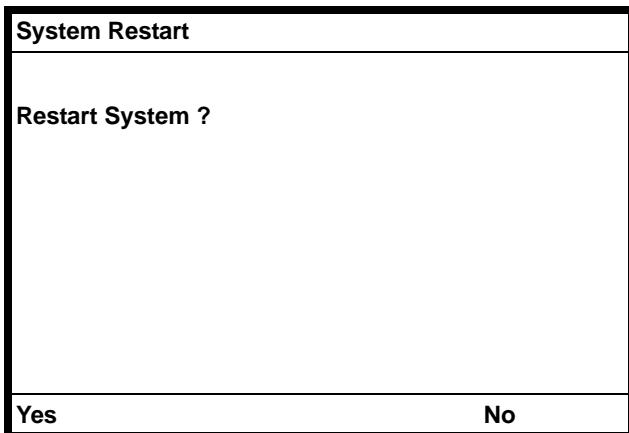
6.8 The Advanced Setting Menu

Use this menu to configure network and SIP account settings, set the V500 to get its configuration from an auto-provisioning server, or program the custom keys (see your Quick Start Guide for hardware information). See [Chapter 7 on page 103](#) for information on the **Advanced Setting** menu.

6.9 The System Restart Menu

Use this screen to restart the V500 without turning the power off. Select **System Restart**. The following screen displays.

Figure 49 LCD Menu: System Restart



The following table describes the labels in this screen.

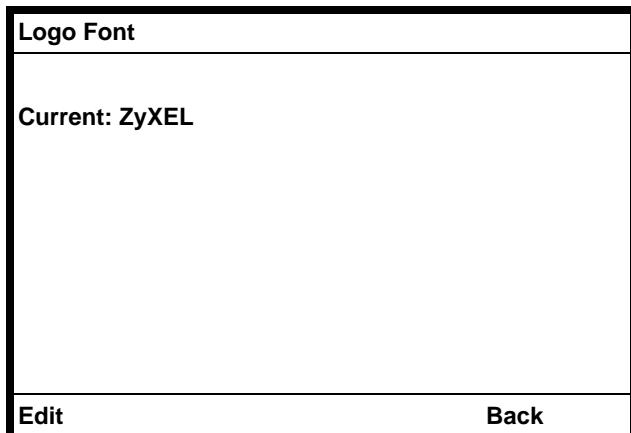
Table 28 LCD Menu: System Restart

LABEL	DESCRIPTION
Yes	Press this to restart the V500. Note: When you use this function, the V500's settings do NOT return to their factory defaults. If you want to reset the V500 to its factory defaults, use the RESET button on the rear of the device (see your Quick Start Guide for hardware information).
No	Press this to return to the previous screen without restarting the V500.

6.10 The Logo Setting Menu

Use this screen to set the logo that appears in the main screen when the phone is idle. By default, the logo is “ZyXEL” but you can, of course, change this to whatever you want (such as your own company name or a department number, for example).

Figure 50 LCD Menu: Logo Setting Menu



The following table describes the labels in this screen.

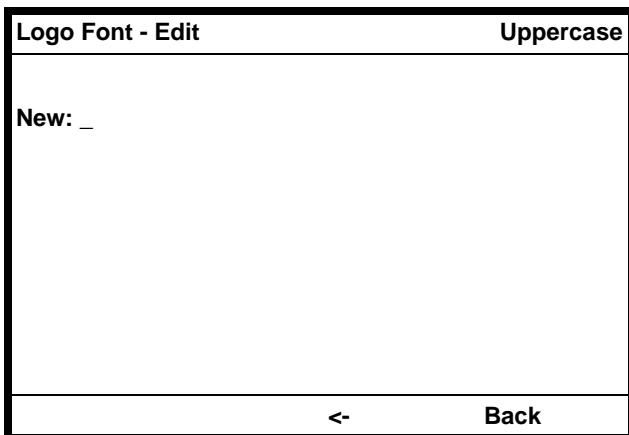
Table 29 LCD Menu: Logo Setting Menu

LABEL	DESCRIPTION
Current	This displays the current logo being used by the V500.
Edit	Press this to open the Logo Edit screen, where you can customize the logo.
Back	Press this to return to the previous screen.

6.10.1 The Logo Setting - Edit Screen

Use this screen to change your V500's existing logo.

Figure 51 LCD Menu: Logo Setting - Edit



The following table describes the labels in this screen.

Table 30 LCD Menu: Logo Setting - Edit

LABEL	DESCRIPTION
New	Enter the new logo for your V500 on this line..
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

LCD Menus: Advanced

7.1 Overview

This chapter discusses using the V500's Advanced LCD menus.

7.1.1 What You Can Do in This Chapter

- Set up your V500's IP address - see [Section 7.3.2 on page 109](#) and [Section 7.3.3 on page 115](#).
- Set up PPPoE (Point-to-Point Protocol over Ethernet) - see [Section 7.3.1 on page 105](#).
- Set up your VoIP (SIP) account(s) on the V500 - see [Section 7.4 on page 116](#).
- Set up your V500 to get its settings automatically - see [Section 7.5 on page 144](#).
- Set up your V500's configurable keys - see [Section 7.6 on page 152](#).
- Change the LCD screen display settings - see [Section 7.7 on page 153](#).

7.2 The Advanced Setting Menu

Select **Advanced Setting**. The following screen displays.

Figure 52 LCD Menu: Advanced Setting

Advanced Setting	
1 Network Setting	
2 SIP Configuration	
3 Auto Provision (On)	
4 Programmable Key	
5 Display Adjusting	
6 Call Feature Mode	
7 Language Support	
Select	Back

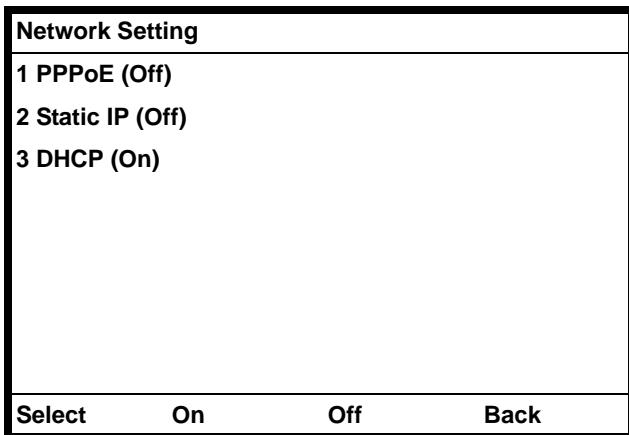
See the rest of this chapter for information on each of these menus. For background information, see the relevant chapter in the web configurator section of this User's Guide.

7.3 The Network Setting Menu

Use these menus to configure the V500's IP address, and PPPoE username and password.

Select **Advanced Setting > Network Setting**. The following screen appears.

Figure 53 LCD Menu: Network Setting



The following table describes the labels in this screen.

Table 31 LCD Menu: Network Setting

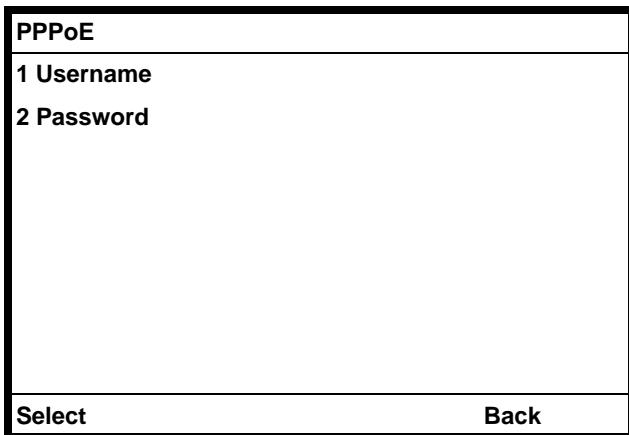
LABEL	DESCRIPTION
PPPoE	Use this to configure the V500's PPPoE username and password, if it is a PPPoE client.
Static IP	Use this if you have an IP address to use for the V500.
DHCP	Use this if you do not have an IP address to use for the V500. The V500 obtains an address automatically from a DHCP server on the network.
Select	Press this to choose the highlighted field in the menu.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Back	Press this to return to the previous screen.

7.3.1 The PPPoE Menu

Use this menu to configure your V500's PPPoE username and password, if it is a PPPoE client. Enter your details exactly as your ISP or network administrator gave them to you.

Enable and select **Advanced Setting > Network Setting > PPPoE**. The following screen displays.

Figure 54 LCD Menu: PPPoE



The following table describes the labels in this screen.

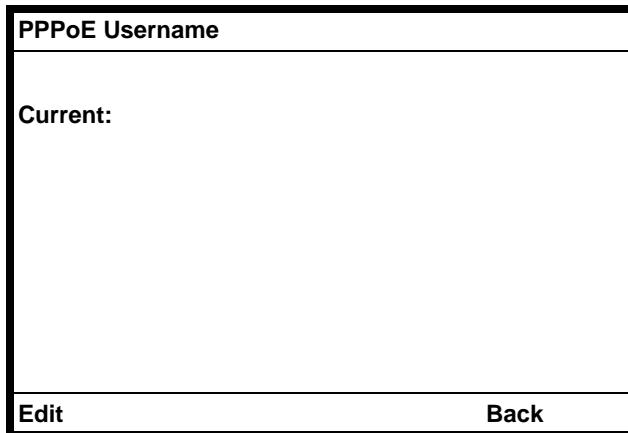
Table 32 LCD Menu: PPPoE

LABEL	DESCRIPTION
Username	Enter your PPPoE username.
Password	Enter your PPPoE password.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

7.3.1.1 PPPoE Username

Enable and select **Advanced Setting > Network Setting > PPPoE > Username**. The following screen displays.

Figure 55 LCD Menu: PPPoE Username



The following table describes the labels in this screen.

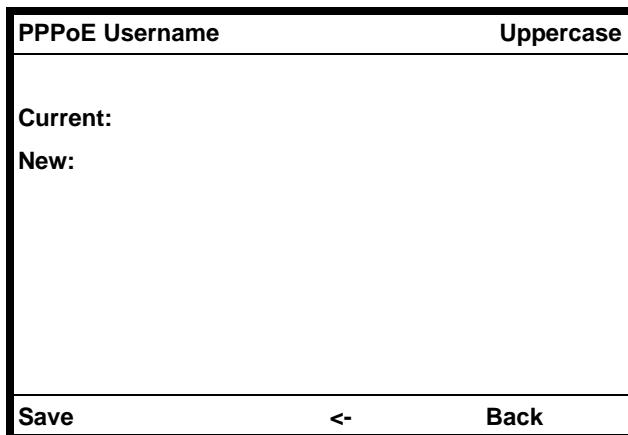
Table 33 LCD Menu: PPPoE Username

LABEL	DESCRIPTION
Current	This is the PPPoE username currently configured on the V500.
Edit	Press this to enter a different PPPoE username.
Back	Press this to return to the previous screen.

7.3.1.1.1 PPPoE Username - Edit

If you press **Edit** in the **PPPoE Username** screen, the following screen displays.

Figure 56 LCD Menu: PPPoE Username - Edit



The following table describes the labels in this screen.

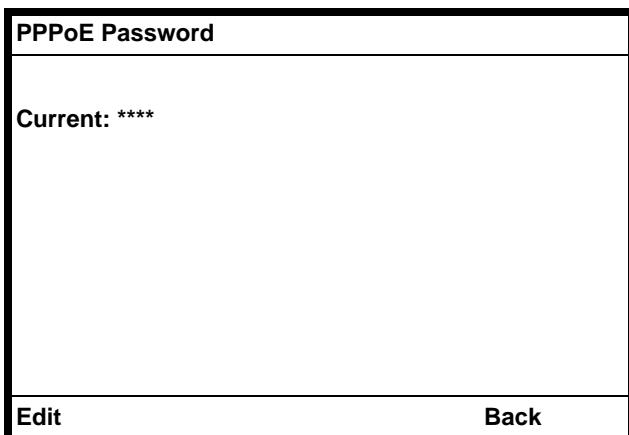
Table 34 LCD Menu: PPPoE Username - Edit

LABEL	DESCRIPTION
Current	This is the static IP address currently configured on the V500.
New	Enter the static IP address you want the V500 to use in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.1.2 PPPoE Password

Enable and select **Advanced Setting > Network Setting > PPPoE > Password**. The following screen displays.

Figure 57 LCD Menu: PPPoE Password



The following table describes the labels in this screen.

Table 35 LCD Menu: PPPoE Password

LABEL	DESCRIPTION
Current	Each asterisk (*) represents one character of the PPPoE password configured on the V500.
Edit	Press this to enter a different PPPoE password.
Back	Press this to return to the previous screen.

7.3.1.2.1 PPPoE Password - Edit

Press **Edit** in the **PPPoE > PPPoE Password** screen. The following screen displays.

Figure 58 LCD Menu: PPPoE Password - Edit

PPPoE Password	Number
Current: ****	
New:	
Confirm:	
Save	<- Back

The following table describes the labels in this screen.

Table 36 LCD Menu: PPPoE Username - Edit

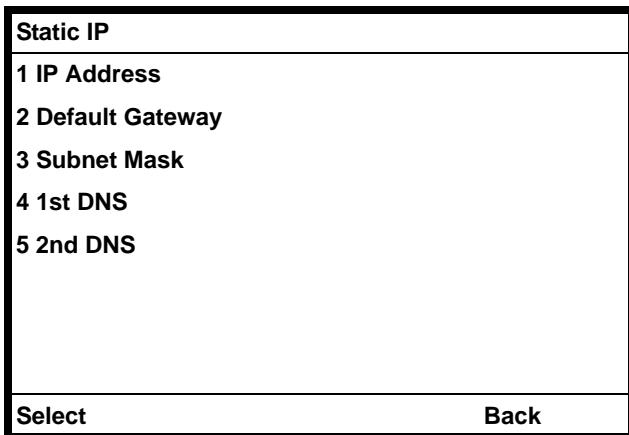
LABEL	DESCRIPTION
Current	This is the static IP address currently configured on the V500.
New	Enter the PPPoE password you want the V500 to use.
Confirm	Re-enter the new PPPoE password.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.2 Static IP

Use this menu to manually configure your V500's IP address, subnet mask and gateway settings. Enter the settings exactly as your ISP or network administrator gave them to you.

Enable and select **Advanced Setting > Network Setting > Static IP**. The following screen displays.

Figure 59 LCD Menu: Static IP



The following table describes the labels in this screen.

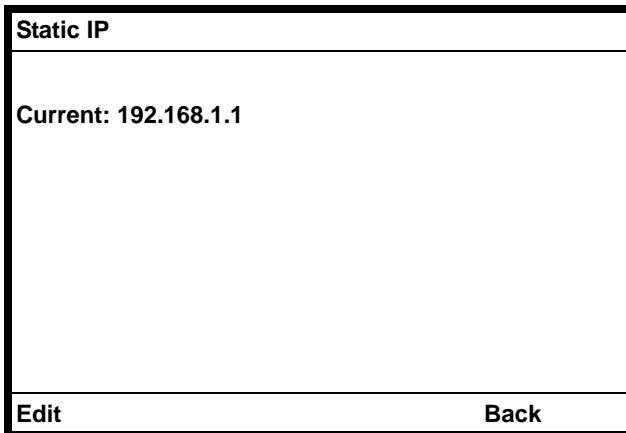
Table 37 LCD Menu: Static IP

LABEL	DESCRIPTION
IP Address	Select this to set the static IP address you want the V500 to use.
Default Gateway	Select this to set the IP address of the device your V500 uses to access the Internet.
Subnet Mask	Select this to enter the subnet mask your V500 uses.
1st DNS	Select this to enter the primary DNS (Domain Name System) server's IP address.
2nd DNS	Select this to enter the secondary (backup) DNS server's IP address.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

7.3.2.1 IP Address

Enable and select **Advanced Setting > Network Setting > Static IP > IP Address**. The following screen displays.

Figure 60 LCD Menu: IP Address



The following table describes the labels in this screen.

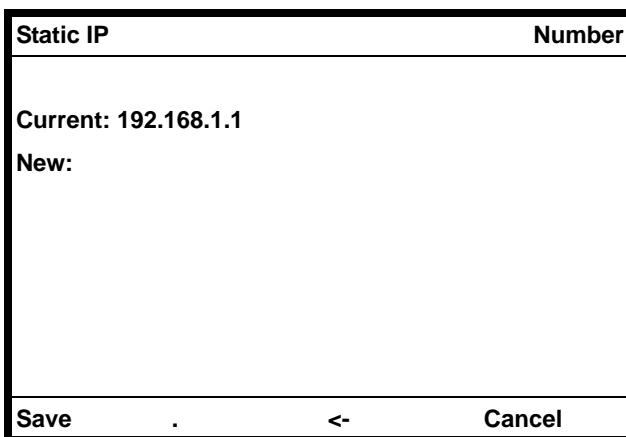
Table 38 LCD Menu: IP Address

LABEL	DESCRIPTION
Current	This is the static IP address currently configured on the V500.
Edit	Press this to enter a different static IP address.
Back	Press this to return to the previous screen.

7.3.2.1.1 IP Address - Edit

Press **Edit** in the **IP Address** screen. The following screen displays.

Figure 61 LCD Menu: IP Address - Edit



The following table describes the labels in this screen.

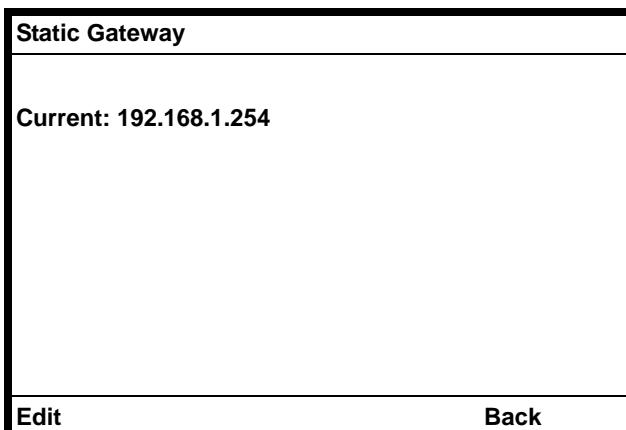
Table 39 LCD Menu: IP Address - Edit

LABEL	DESCRIPTION
Current	This is the static IP address currently configured on the V500.
New	Enter the static IP address you want the V500 to use in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.2.2 Default Gateway

Enable and select **Advanced Setting > Network Setting > Static IP > Default Gateway**. The following screen displays.

Figure 62 LCD Menu: Default Gateway



The following table describes the labels in this screen.

Table 40 LCD Menu: Default Gateway

LABEL	DESCRIPTION
Current	This is the static IP address of the device your V500 uses to access the Internet.
Edit	Press this to enter a different static gateway IP address.
Back	Press this to return to the previous screen.

7.3.2.2.1 Default Gateway - Edit

Press **Edit** in the **Default Gateway** screen. The following screen displays.

Figure 63 LCD Menu: Default Gateway - Edit

Static Gateway	Number
Current: 192.168.1.254 New:	
Save	.
	<-
	Cancel

The following table describes the labels in this screen.

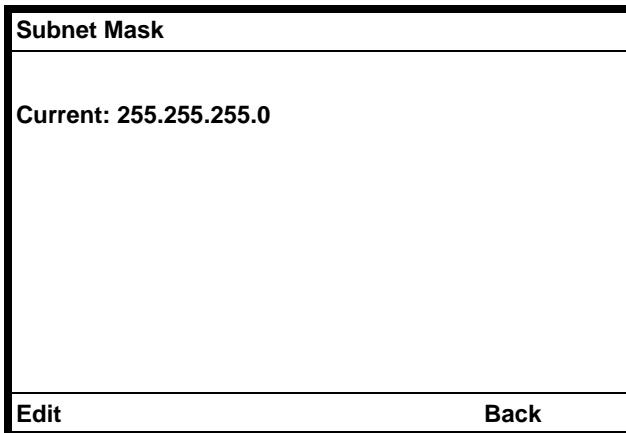
Table 41 LCD Menu: Default Gateway - Edit

LABEL	DESCRIPTION
Current	This is the static IP address of the device your V500 is using to access the Internet.
New	Enter the static IP address of the new gateway in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.2.3 Subnet Mask

Enable and select **Advanced Setting > Network Setting > Static IP > Subnet Mask**. The following screen displays.

Figure 64 LCD Menu: Subnet Mask



The following table describes the labels in this screen.

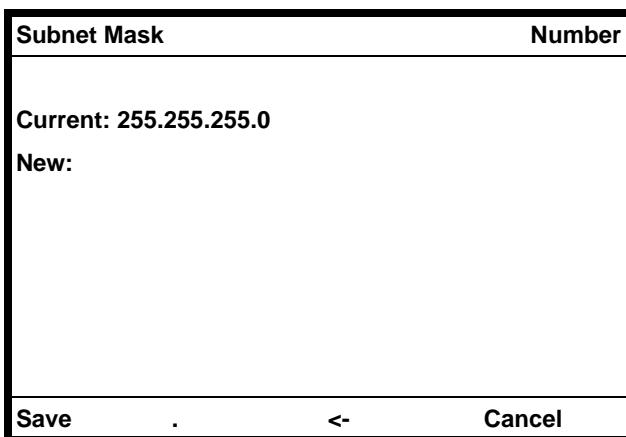
Table 42 LCD Menu: Subnet Mask

LABEL	DESCRIPTION
Current	This is the subnet mask your V500 is configured to use.
Edit	Press this to enter a different subnet mask.
Back	Press this to return to the previous screen.

7.3.2.3.1 Subnet Mask - Edit

Press **Edit** in the **Subnet Mask** screen. The following screen displays.

Figure 65 LCD Menu: Subnet Mask - Edit



The following table describes the labels in this screen.

Table 43 LCD Menu: Subnet Mask - Edit

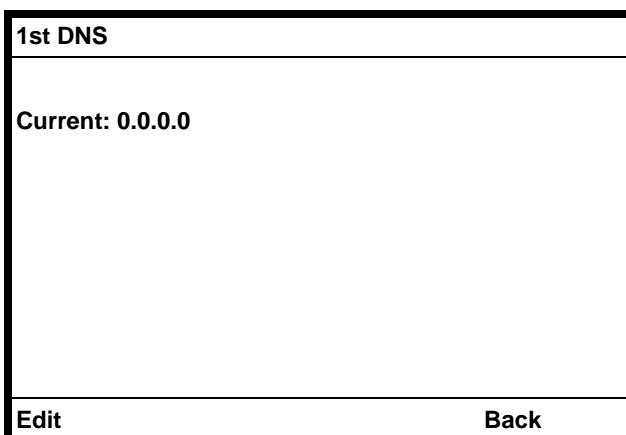
LABEL	DESCRIPTION
Current	This is the subnet mask your V500 is configured to use.
New	Enter the new subnet mask in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.2.4 First and Second DNS Servers

Use these screens to enter the IP address(es) of DNS (Domain Name System) servers on your network. Use **1st DNS** for the primary (main) server, and use **2nd DNS** if you have information about a secondary (backup) server.

Enable and select **1st DNS** or **2nd DNS** in the **Advanced Setting > Network Setting > Static IP** menu. A screen similar to the following displays (this example uses the **1st DNS** screen).

Figure 66 LCD Menu: First / Second DNS



The following table describes the labels in this screen.

Table 44 LCD Menu: First / Second DNS

LABEL	DESCRIPTION
Current	This is the IP address of the DNS server already configured on the V500.
Edit	Press this to enter a different DNS server IP address.
Back	Press this to return to the previous screen.

7.3.2.4.1 First / Second DNS - Edit

Press **Edit** in the **1st DNS** or **2nd DNS** screen. A screen similar to the following displays (this example uses the **1st DNS** screen).

Figure 67 LCD Menu: First / Second DNS - Edit

1st DNS	Number
Current: 0.0.0.0	
New:	
Save	.
<-	
Cancel	

The following table describes the labels in this screen.

Table 45 LCD Menu: First / Second DNS - Edit

LABEL	DESCRIPTION
Current	This is the subnet mask your V500 is configured to use.
New	Enter the DNS server's IP address in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.3.3 DHCP

Use DHCP to have the V500 get an IP address automatically from a DHCP server on the network.

Select **Advanced Setting > Network Settings**. In the screen that displays, ensure that **DHCP** is enabled.



DHCP is enabled by default.

7.4 The SIP Configuration Menus

Use these menus to set up your V500 to use your existing Voice over Internet (VoIP) account(s). You can configure up to four VoIP accounts on the V500.



Once you have configured the fields in these menus with the correct information, the V500 must register with the SIP server. You may need to restart the V500 to do this.



Enter information in these menus exactly as you received it from your VoIP service provider. If you were not given information for any menu or field, leave it at its default setting.

Select **Advanced Setting > SIP Configuration**. The following screen displays.

Figure 68 LCD Menu: SIP Configuration

SIP Configuration			
1 VoIP 1 Config. (On)			
2 VoIP 2 Config. (Off)			
3 VoIP 3 Config. (Off)			
4 VoIP 4 Config. (Off)			
Select	On	Off	Back

Highlight the SIP account you want to configure and press **On**. When a SIP account is active, the V500 tries to register it with the SIP server you configure.

Press **Select**. The **SIP Account Configuration** screen displays.

See the following sections for more information on each menu in this screen.

Table 46 LCD Menu: SIP Account Configuration

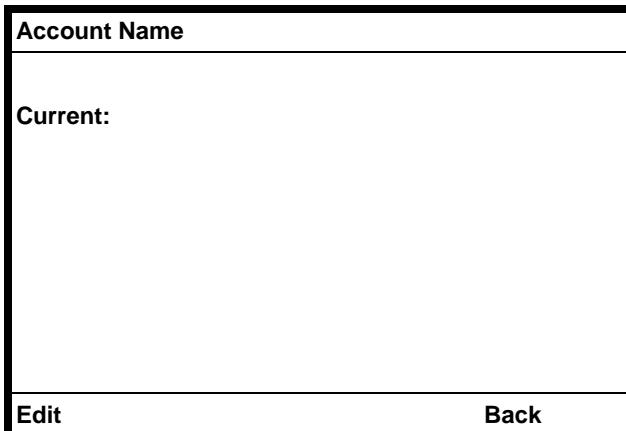
SIP (1 ~ 4) Configuration	
Display Name	see Section 7.4.1 on page 117
SIP Number	see Section 7.4.2 on page 118
SIP Local Port	see Section 7.4.3 on page 120
SIP Server Addr	see Section 7.4.4 on page 122

Table 46 LCD Menu: SIP Account Configuration (continued)

SIP Server Port	see Section 7.4.5 on page 123
SIP Register Server	see Section 7.4.6 on page 125
SIP Register Port	see Section 7.4.7 on page 126
SIP Service Domain	see Section 7.4.8 on page 128
SIP Auth ID	see Section 7.4.9 on page 129
Auth Password	see Section 7.4.10 on page 131
Codec Priority	see Section 7.4.11 on page 132
Voicemail Number	see Section 7.4.12 on page 133
DNS SRV (On/Off)	see Section 7.4.13 on page 134
Call ID (On)	see Section 7.4.14 on page 135
NAT Setting	see Section 7.4.15 on page 135
Backup SIP Server	see Section 7.4.16 on page 142

7.4.1 Display Name

Use this screen to change the name that appears in the LCD screen tab for this account. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Display Name**. The following screen displays.

Figure 69 LCD Menu: Display Name

The following table describes the labels in this screen.

Table 47 LCD Menu: Display Name

LABEL	DESCRIPTION
Current	This shows the name already configured for this account.
Edit	Press this to enter the new name for this account.
Back	Press this to return to the previous screen.

7.4.1.1 Account Name - Edit

Press **Edit** in the **Account Name** screen. The following screen displays.

Figure 70 LCD Menu: Display Name - Edit

Account Name	Number
Current:	
New:	
Save	.
	<-
	Back

The following table describes the labels in this screen.

Table 48 LCD Menu: Display Name - Edit

LABEL	DESCRIPTION
Current	This shows the name already configured for this account.
New	Enter the new name for this account.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.2 SIP Number

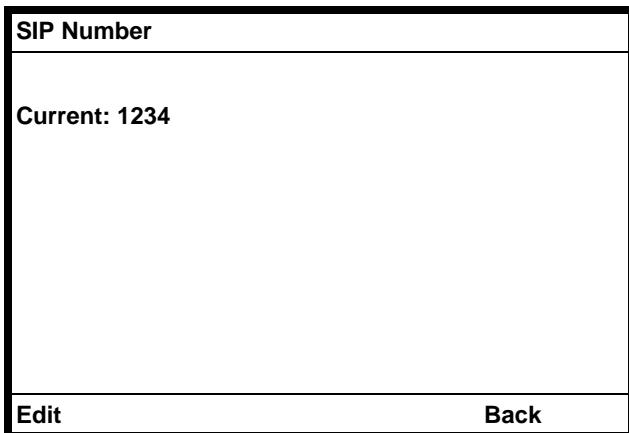
Use this to see and edit the SIP number for this SIP account.



If you have a SIP account like "1234567@voip-provider.com", the SIP Number is "1234567".

Select **Advanced Settings > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Number**. The following screen displays.

Figure 71 LCD Menu: SIP Number



The following table describes the labels in this screen.

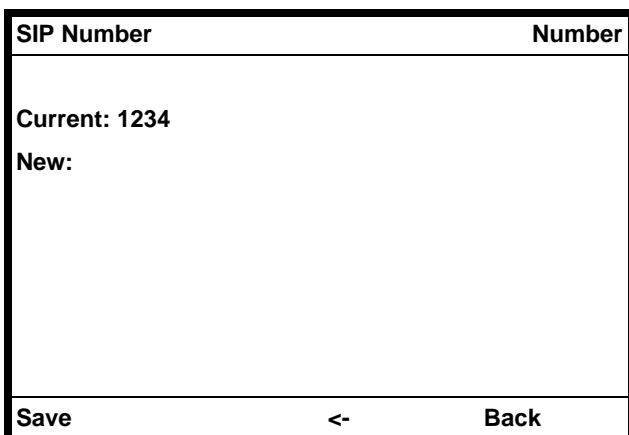
Table 49 LCD Menu: SIP Number

LABEL	DESCRIPTION
Current	This shows the SIP number already configured for this account.
Edit	Press this to enter the new SIP number for this account.
Back	Press this to return to the previous screen.

7.4.2.1 SIP Number - Edit

Press **Edit** in the **SIP Number** screen. The following screen displays.

Figure 72 LCD Menu: SIP Number - Edit



The following table describes the labels in this screen.

Table 50 LCD Menu: SIP Number - Edit

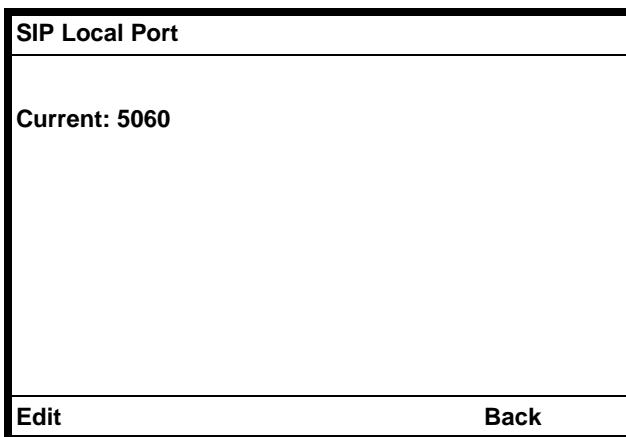
LABEL	DESCRIPTION
Current	This shows the SIP number already configured for this account.
New	Enter the SIP number you want this account to use.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.4.3 SIP Local Port

Use this screen to see and edit the port on the V500 this account uses to listen for incoming SIP calls.

Select **Advanced Setting > SIP Configuration > SIP (1 ~4) Configuration > SIP Local Port**. The following screen displays.

Figure 73 LCD Menu: SIP Local Port



The following table describes the labels in this screen.

Table 51 LCD Menu: SIP Local Port

LABEL	DESCRIPTION
Current	This shows the SIP local port number already configured for this account.
Edit	Press this to enter the new SIP local port number for this account.
Back	Press this to return to the previous screen.



Make no changes in this screen unless your service provider told you to.

7.4.3.1 SIP Local Port - Edit

Press **Edit** in the **SIP Local Port** screen. The following screen displays.

Figure 74 LCD Menu: SIP Local Port - Edit

SIP Local Port	Number	
Current: 5060		
New:		
Save	<-	Back

The following table describes the labels in this screen.

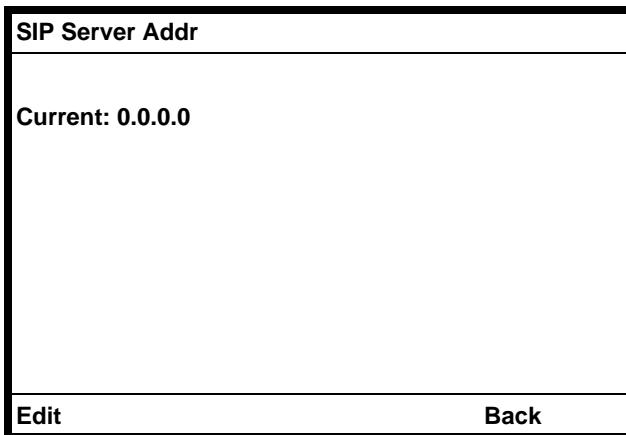
Table 52 LCD Menu: SIP Local Port - Edit

LABEL	DESCRIPTION
Current	This shows the SIP local port number already configured for this account.
New	Enter the new local port number for this account (from 1024 to 65535).
Mode	Cycle through different character input modes using the # key. Note: The port number can consist of numerals (0 ~ 9) only.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.4 SIP Server Address

Use this menu to see and edit the IP address of the SIP server for this account. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Server Addr**. The following screen displays.

Figure 75 LCD Menu: SIP Server Address



The following table describes the labels in this screen.

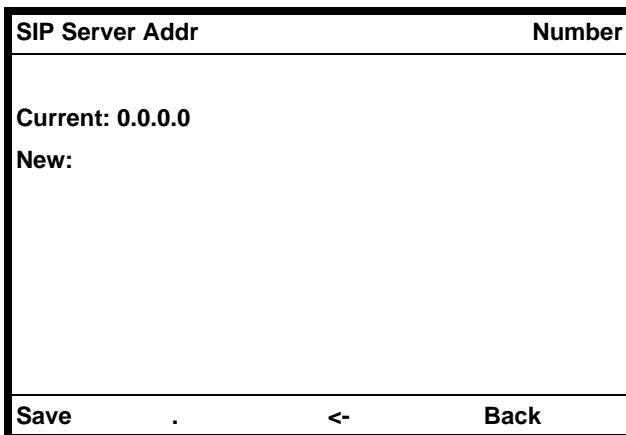
Table 53 LCD Menu: SIP Server Address

LABEL	DESCRIPTION
Current	This shows the IP address of the SIP server already configured for this account.
Edit	Press this to enter the new IP address for this account's SIP server.
Back	Press this to return to the previous screen.

7.4.4.1 SIP Server Address - Edit

Press **Edit** in the **SIP Server Addr** screen. The following screen displays.

Figure 76 LCD Menu: SIP Server Address - Edit



The following table describes the labels in this screen.

Table 54 LCD Menu: SIP Server Address - Edit

LABEL	DESCRIPTION
Current	This shows the IP address of the SIP server already configured for this account.
New	Enter the new IP address for this account's SIP server in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.5 SIP Server Port

Use this screen to see and edit the port on the this account's SIP server used for SIP calls.

Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Server Port**. The following screen displays.

Figure 77 LCD Menu: SIP Server Port

SIP Server Port
Current: 5060
Edit Back

The following table describes the labels in this screen.

Table 55 LCD Menu: SIP Server Port

LABEL	DESCRIPTION
Current	This shows the SIP server port number already configured for this account.
Edit	Press this to enter the new SIP server port number for this account.
Back	Press this to return to the previous screen.



Make no changes in this screen unless your service provider told you to.

7.4.5.1 SIP Server Port - Edit

Press **Edit** in the **SIP Server Port** screen. The following screen displays.

Figure 78 LCD Menu: SIP Server Port - Edit

SIP Server Port	Number
Current: 5060	
New:	
Save	<-
Back	

The following table describes the labels in this screen.

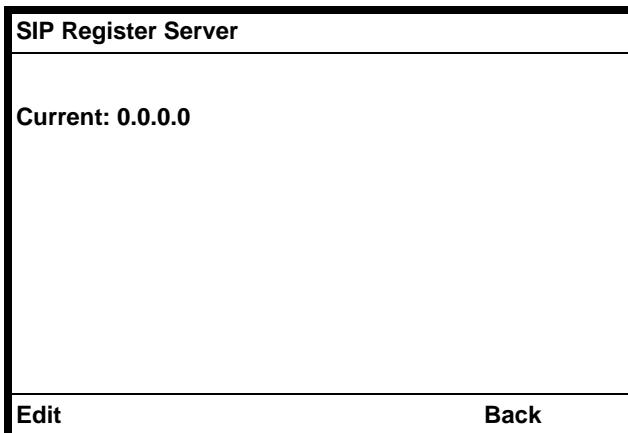
Table 56 LCD Menu: SIP Server Port - Edit

LABEL	DESCRIPTION
Current	This shows the SIP server port number already configured for this account.
New	Enter the new server port number for this account (from 1024 to 65535).
Mode	Cycle through different character input modes using the # key. Note: The port number can consist of numerals (0 ~ 9) only.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.6 SIP Register Server

Use this menu to see and edit the IP address of the server your service provider uses to register the V500 for this account (also known as a registrar server). Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Register Server**. The following screen displays.

Figure 79 LCD Menu: SIP Register Server



The following table describes the labels in this screen.

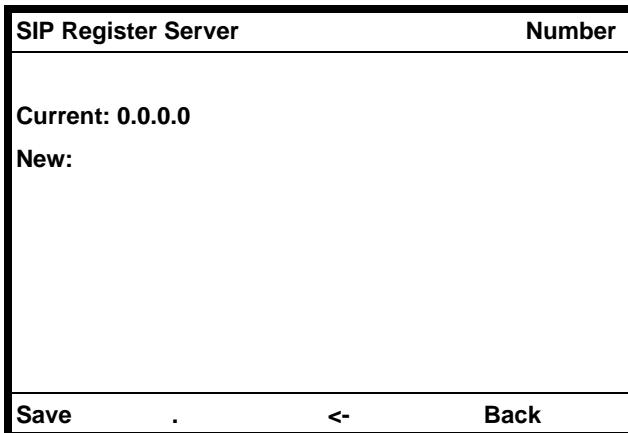
Table 57 LCD Menu: SIP Register Server Address

LABEL	DESCRIPTION
Current	This shows the IP address of the SIP registrar server already configured for this account.
Edit	Press this to enter the new IP address for this account's SIP registrar server.
Back	Press this to return to the previous screen.

7.4.6.1 SIP Register Server - Edit

Press **Edit** in the **SIP Register Server** screen. The following screen displays.

Figure 80 LCD Menu: SIP Register Server Address - Edit



The following table describes the labels in this screen.

Table 58 LCD Menu: SIP Register Server Address - Edit

LABEL	DESCRIPTION
Current	This shows the IP address of the SIP register server already configured for this account.
New	Enter the new IP address for this account's SIP register server in dotted decimal notation.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.7 SIP Register Port

Use this screen to see and edit the listening port on the SIP registrar server for calls from this account. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Register Port**. The following screen displays.

Figure 81 LCD Menu: SIP Register Port

SIP Register Port	
Current: 5060	
Edit	Back

The following table describes the labels in this screen.

Table 59 LCD Menu: SIP Register Port

LABEL	DESCRIPTION
Current	This shows the SIP registrar port number already configured for this account.
Edit	Press this to enter the new SIP registrar port number for this account.
Back	Press this to return to the previous screen.



Make no changes in this screen unless your service provider told you to.

7.4.7.1 SIP Register Port - Edit

Press **Edit** in the **SIP Register Port** screen. The following screen displays.

Figure 82 LCD Menu: SIP Register Port - Edit

SIP Register Port	Number
Current: 5060	
New:	

The following table describes the labels in this screen.

Table 60 LCD Menu: SIP Register Port - Edit

LABEL	DESCRIPTION
Current	This shows the SIP register port number already configured for this account.
New	Enter the new register port number for this account (from 1024 to 65535).
Mode	Cycle through different character input modes using the # key. Note: The port number can consist of numerals (0 ~ 9) only.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.8 SIP Service Domain

Use this to see and edit the SIP service domain configured for this SIP account. The SIP service domain of the VoIP service provider (the company that lets you make phonecalls over the Internet) is the domain name in a SIP URI. For example, if the SIP address is “1122334455@voip-provider.com”, then “voip-provider.com” is the SIP service domain.

Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Service Domain**. The following screen displays.

Figure 83 LCD Menu: SIP Service Domain

SIP Service Domain	
Current:	
Edit	Back

The following table describes the labels in this screen.

Table 61 LCD Menu: SIP Service Domain

LABEL	DESCRIPTION
Current	This shows the SIP service domain already configured for this account.
Edit	Press this to enter the new SIP service domain for this account.
Back	Press this to return to the previous screen.

7.4.8.1 SIP Service Domain - Edit

Press **Edit** in the **SIP Service Domain** screen. The following screen displays.

Figure 84 LCD Menu: SIP Service Domain - Edit

SIP Service Domain	Number
Current:	
New:	
Save	.
	<-
	Back

The following table describes the labels in this screen.

Table 62 LCD Menu: SIP Service Domain - Edit

LABEL	DESCRIPTION
Current	This shows the SIP service domain already configured for this account.
New	Enter the new SIP service domain for this account. If you have a SIP account like "1234567@voip-provider.com", the SIP service domain is "voip-provider.com".
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.9 SIP Authentication ID

A SIP account's authentication ID is its username. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > SIP Auth ID** to see and edit the SIP authentication ID for this SIP account. The following screen displays.

Figure 85 LCD Menu: SIP Authentication ID

SIP Auth ID
Current:
Edit Back

The following table describes the labels in this screen.

Table 63 LCD Menu: SIP Authentication ID

LABEL	DESCRIPTION
Current	This shows the SIP authentication ID already configured for this account.
Edit	Press this to enter the new SIP authentication ID for this account.
Back	Press this to return to the previous screen.

7.4.9.1 SIP Authentication ID - Edit

Press **Edit** in the **SIP Auth ID** screen. The following screen displays.

Figure 86 LCD Menu: SIP Authentication ID - Edit

SIP Auth ID	Number	
Current:		
New:		
Save	<-	Back

The following table describes the labels in this screen.

Table 64 LCD Menu: SIP Authentication ID - Edit

LABEL	DESCRIPTION
Current	This shows the SIP authentication ID already configured for this account.
New	Enter the new SIP authentication ID for this account.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.4.10 Authentication Password

Use this screen to see and edit the password for this SIP account. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Auth Password**. The following screen displays.

Figure 87 LCD Menu: Authentication Password

Auth Password	
Current: ****	
Edit	Back

The following table describes the labels in this screen.

Table 65 LCD Menu: Authentication Password

LABEL	DESCRIPTION
Current	This shows the password already configured for this account.
Edit	Press this to enter the new password for this account.
Back	Press this to return to the previous screen.

7.4.10.1 Authentication Password - Edit

Press **Edit** in the **Auth Password** screen. The following screen displays.

Figure 88 LCD Menu: Authentication Password - Edit

Edit Password	Number
Current: ****	
New:	
Confirm:	
Save	<-
	Back

The following table describes the labels in this screen.

Table 66 LCD Menu: Authentication Password - Edit

LABEL	DESCRIPTION
Current	This shows the SIP authentication ID already configured for this account. Each asterisk (*) represents one character of the password configured on the V500.
New	Enter the new password for this account.
Confirm	Re-enter the new password.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.4.11 Codec Priority

When the V500 makes a SIP call, it negotiates the voice codec (coder / decoder) it uses for the call with the SIP server. Both devices must be able to use the same codec. You can set two codecs for the V500 to use. If the SIP server cannot use the first codec you set, the V500 tries to use the second codec. If the SIP server can use neither the first codec nor the second, the V500 tries to use the third.



Make no changes in this screen unless your service provider told you to.

Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Codec Priority**. The following screen displays.

Figure 89 LCD Menu: Codec Selection

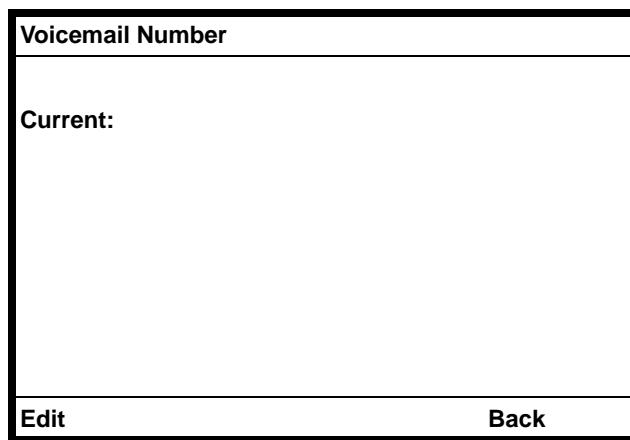
Codec Priority		
1 1st G.711 a law	2 2nd G.729	3 3rd G.711 u law
Apply		Change
		Back

Press Change to cycle through the available codecs. Press **Apply** to save your changes and return to the previous menu, or press **Back** to return to the previous menu without saving. See the section on voice coding and decoding in the web configurator section for information on each of the codecs.

7.4.12 Voicemail Number

Use this screen to see and edit the number your V500 uses to access voicemail for this SIP account. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Voicemail Number**. The following screen displays.

Figure 90 LCD Menu: Voicemail Number



The following table describes the labels in this screen.

Table 67 LCD Menu: Voicemail Number

LABEL	DESCRIPTION
Current	This shows the voicemail number already configured for this account.
Edit	Press this to enter the new voicemail number for this account.
Back	Press this to return to the previous screen.

7.4.12.1 Voicemail Number - Edit

Press **Edit** in the **Voicemail Number** screen. The following screen displays.

Figure 91 LCD Menu: Voicemail Number - Edit

Voicemail Number	Number	
Current: **** New:		
Save	<-	Back

The following table describes the labels in this screen.

Table 68 LCD Menu: Voicemail Number - Edit

LABEL	DESCRIPTION
Current	This shows the voicemail number already configured for this account.
New	Enter the new voicemail number for this account.
Confirm	Re-enter the new password.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Cancel	Press this to return to the previous screen without saving your settings.

7.4.13 DNS SRV / DNS

DNS (Domain Name System) allows your V500 to resolve a domain name (like www.zyxel.com) to an IP address (like 203.160.232.7). If you do not use a DNS server, you cannot use domain names (when configuring a SIP account, for example); you must use IP addresses instead.

Turn **DNS SRV / DNS** on (**On**) to use the DNS servers you either get via DHCP or set up manually in the **Advanced Setting > Network Setting > Static IP** menu. Turn **DNS SRV / DNS** off (**Off**) to use no DNS server.

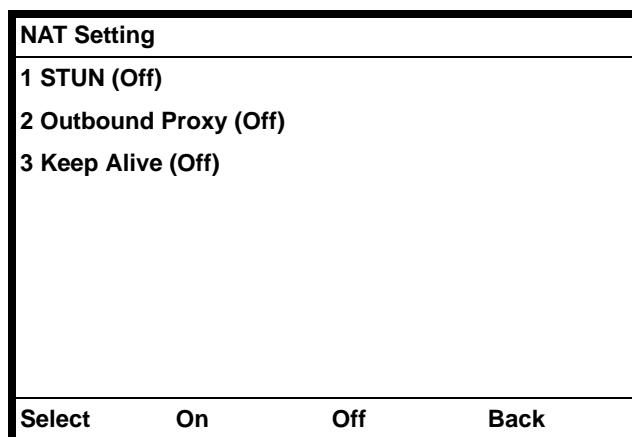
7.4.14 Call ID

Turn this **On** to have the V500 send caller ID for outgoing calls. The person you call can tell who is calling. Turn this **Off** if you want the V500 not to send caller ID.

7.4.15 NAT Setting

Use these menus to configure NAT (Network Address Translation) on the V500. See [Section on page 188](#) for more information. Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting**. The following screen displays.

Figure 92 LCD Menu: NAT Setting

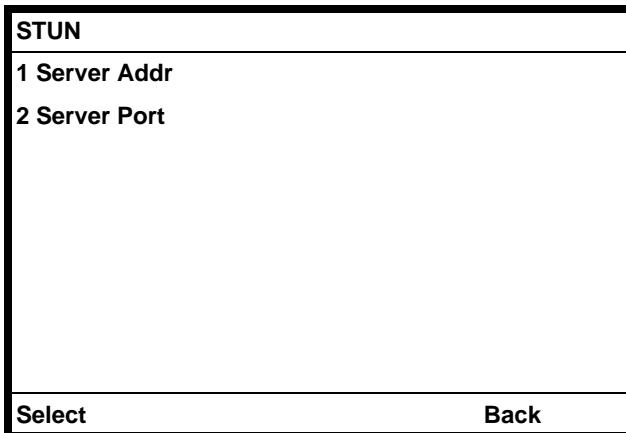


- Enable and select **STUN** to configure Simple Traversal of User Datagram Protocol (UDP) through Network Address Translators. STUN lets the V500 get NAT information automatically from a STUN server.
- Enable and select **Outbound Proxy** if you have an outbound proxy server.
- Enable **Keep Alive** to stop NAT routers between the V500 and the SIP server from dropping the SIP session.

7.4.15.1 STUN

Use this menu to have the V500 get NAT information automatically from a STUN server. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > STUN**. The following screen displays.

Figure 93 LCD Menu: STUN



The following table describes the labels in this screen.

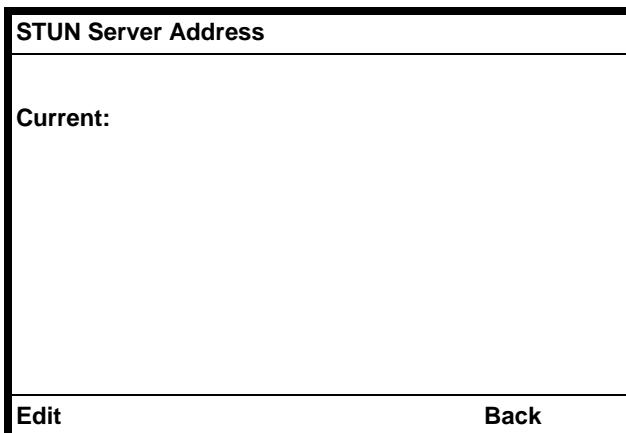
Table 69 LCD Menu: STUN

LABEL	DESCRIPTION
Server Addr	Select this to see or edit the STUN server's IP address or domain name.
Server Port	Select this to see or edit the STUN server's listening port.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

7.4.15.1.1 STUN Server Address

Use this menu to see or edit the IP address of the STUN server you want to use. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > Server Addr**. The following screen displays.

Figure 94 LCD Menu: STUN Server Address



The following table describes the labels in this screen.

Table 70 LCD Menu: STUN Server Address

LABEL	DESCRIPTION
Current	This shows the STUN server address already configured for this account.
Edit	Press this to enter the new STUN server address.
Back	Press this to return to the previous screen.

Press **Edit** in the **STUN Server Address** screen. The following screen displays.

Figure 95 LCD Menu: STUN Server Address - Edit

Server Address	Number
Current:	
New:	
Save	.
	<-
	Back

The following table describes the labels in this screen.

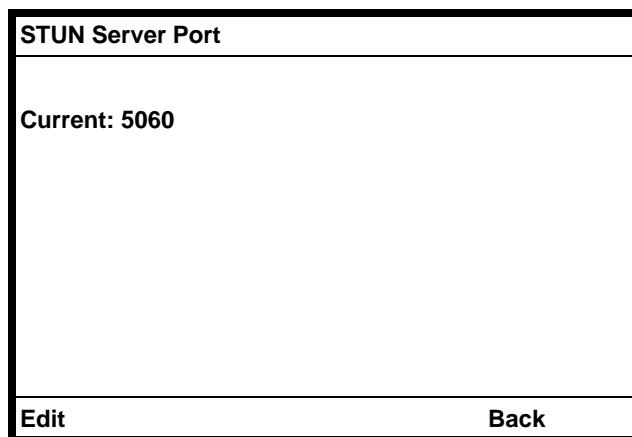
Table 71 LCD Menu: STUN Server Address - Edit

LABEL	DESCRIPTION
Current	This shows the STUN server address already configured for this account.
New	Enter the new STUN server address for this account.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.15.1.2 STUN Server Port

Use this menu to see or edit the port number on the STUN server. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > STUN > Server Port**. The following screen displays.

Figure 96 LCD Menu: STUN Server Port



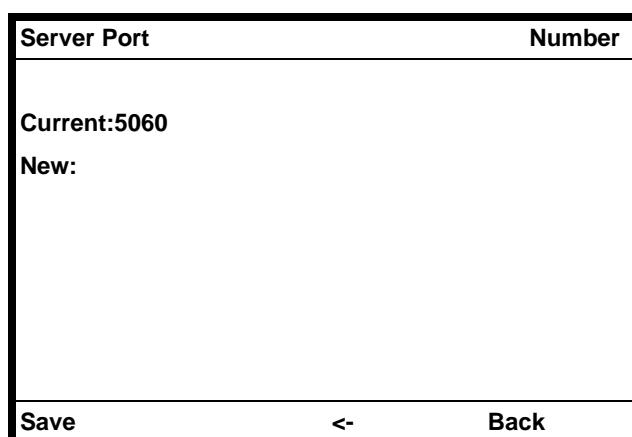
The following table describes the labels in this screen.

Table 72 LCD Menu: STUN Server Port

LABEL	DESCRIPTION
Current	This shows the listening port on the STUN server already configured for this account.
Edit	Press this to enter the new STUN server listening port.
Back	Press this to return to the previous screen.

Press **Edit** in the **STUN Server Port** screen. The following screen displays.

Figure 97 LCD Menu: STUN Server Port - Edit



The following table describes the labels in this screen.

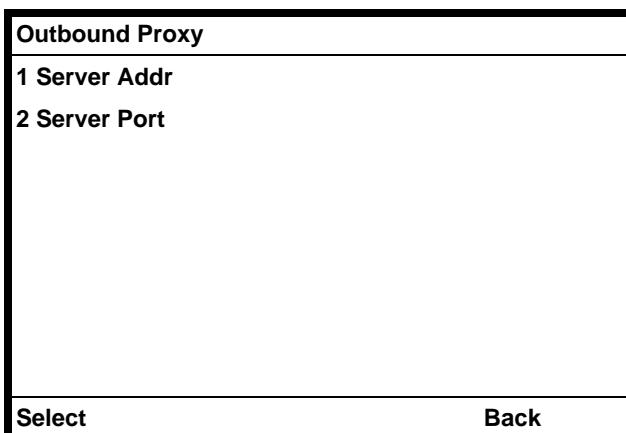
Table 73 LCD Menu: STUN Server Port - Edit

LABEL	DESCRIPTION
Current	This shows the listening port on the STUN server already configured for this account.
New	Enter the new listening port on the STUN server.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.15.2 Outbound Proxy

Use this menu to have the V500 use an outbound proxy server. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > Outbound Proxy**. The following screen displays.

Figure 98 LCD Menu: Outbound Proxy



The following table describes the labels in this screen.

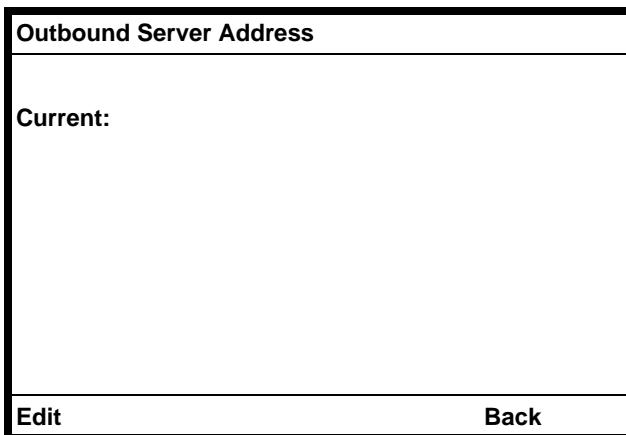
Table 74 LCD Menu: Outbound Proxy

LABEL	DESCRIPTION
Server Addr	Select this to see or edit the outbound proxy server's IP address or domain name.
Server Port	Select this to see or edit the outbound proxy server's listening port.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

7.4.15.2.1 Outbound Proxy Server Address

Use this menu to see or edit the IP address of the outbound proxy server you want to use. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > Outbound Proxy > Server Addr**. The following screen displays.

Figure 99 LCD Menu: Outbound Proxy Server Address



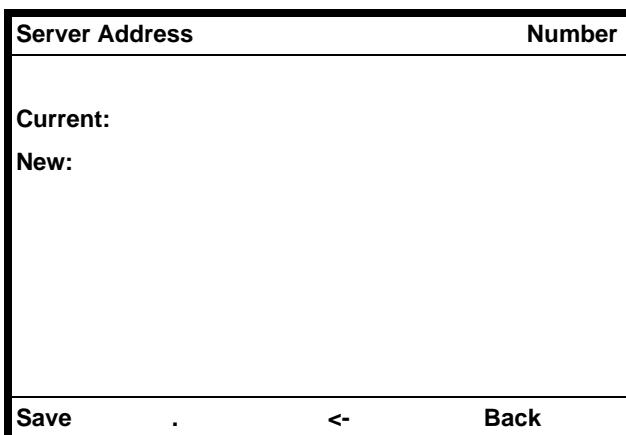
The following table describes the labels in this screen.

Table 75 LCD Menu: Outbound Proxy Server Address

LABEL	DESCRIPTION
Current	This shows the outbound proxy server address already configured for this account.
Edit	Press this to enter the new outbound proxy server address.
Back	Press this to return to the previous screen.

Press **Edit** in the **Outbound Proxy Server Address** screen. The following screen displays.

Figure 100 LCD Menu: Outbound Proxy Server Address - Edit



The following table describes the labels in this screen.

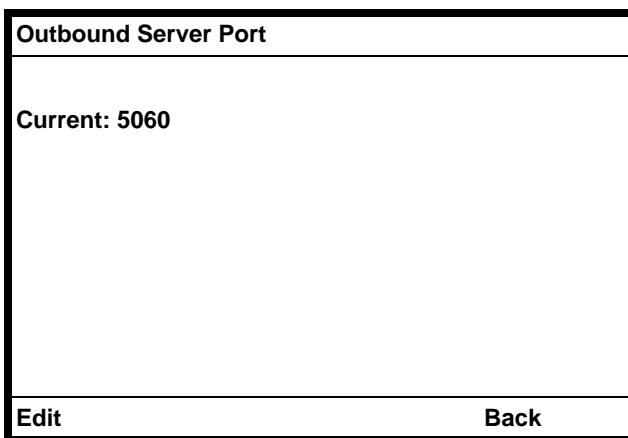
Table 76 LCD Menu: Outbound Proxy Server Address - Edit

LABEL	DESCRIPTION
Current	This shows the Outbound Proxy server address already configured for this account.
New	Enter the new Outbound Proxy server address for this account.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.15.2.2 Outbound Proxy Server Port

Use this menu to see or edit the port number on the outbound proxy server. Enable and select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > NAT Setting > Outbound Proxy > Server Port**. The following screen displays.

Figure 101 LCD Menu: Outbound Proxy Server Port



The following table describes the labels in this screen.

Table 77 LCD Menu: Outbound Proxy Server Port

LABEL	DESCRIPTION
Current	This shows the listening port on the Outbound Proxy server already configured for this account.
Edit	Press this to enter the new Outbound Proxy server listening port.
Back	Press this to return to the previous screen.

Press **Edit** in the **Outbound Proxy Server Port** screen. The following screen displays.

Figure 102 LCD Menu: Outbound Proxy Server Port - Edit

Server Port	Number
Current:5060	
New:	
Save	<- Back

The following table describes the labels in this screen.

Table 78 LCD Menu: Outbound Proxy Server Port - Edit

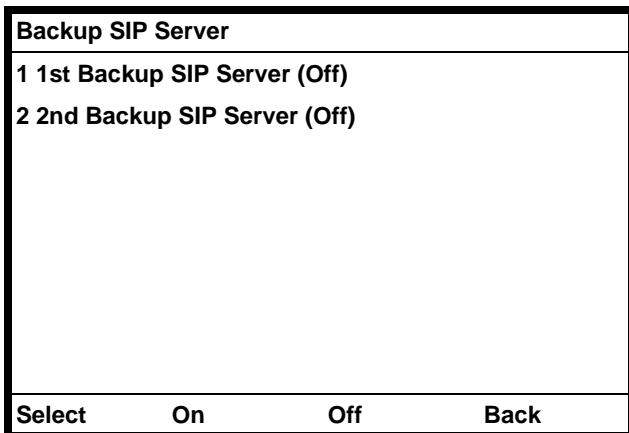
LABEL	DESCRIPTION
Current	This shows the listening port on the Outbound Proxy server already configured for this account.
New	Enter the new listening port on the Outbound Proxy server.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.4.16 Backup SIP Server (1 and 2)

Use these menus to configure the details of up to two SIP servers that the V500 uses to make calls in the event that the primary SIP server is unavailable. If the primary SIP server is unavailable, the V500 uses the 1st backup SIP server (if configured). If the primary SIP server and the 1st backup SIP server are unavailable, the V500 uses the 2nd backup SIP server (if configured).

Select **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Backup SIP Server**. The following screen displays.

Figure 103 LCD Menu: Backup SIP Server



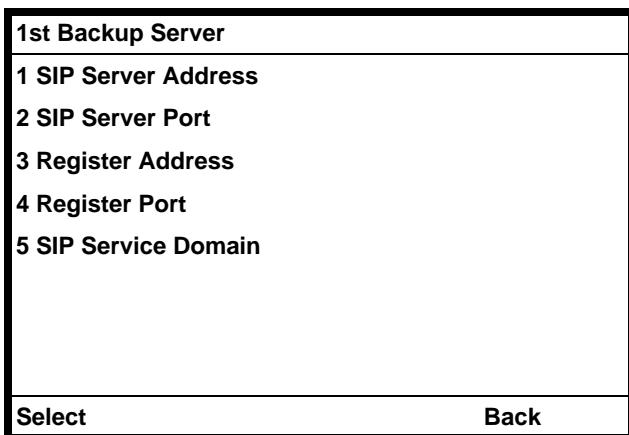
Enable and select the backup SIP server you want to configure, or press **Back** to return to the previous screen.

7.4.16.1 First / Second Backup Server

Use these screens to configure details of the backup SIP server(s).

Enable and select **1st Backup SIP Server** or **2nd Backup SIP Server** in the **Advanced Setting > SIP Configuration > SIP (1 ~ 4) Configuration > Backup SIP Server** menu (use **1st backup SIP Server** first). A screen similar to the following displays (this example uses the **1st backup SIP Server** screen).

Figure 104 LCD Menu: First / Second Backup SIP Server



The following table describes the labels in this screen.

Table 79 LCD Menu: First / Second Backup SIP Server

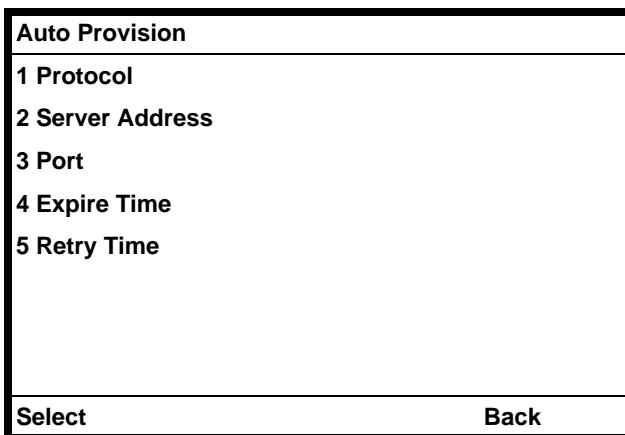
LABEL	DESCRIPTION
SIP Server Address	This is the IP address of the backup SIP server. See Section 7.4.4 on page 122 for information on how to configure this.
SIP Server Port	This is the listening port on the backup SIP server. See Section 7.4.5 on page 123 for information on how to configure this.
Register Address	This is the IP address of the backup SIP register server. See Section 7.4.6 on page 125 for information on how to configure this.
Register Port	This is the listening port on the backup SIP register server. See Section 7.4.7 on page 126 for information on how to configure this.
SIP Server Domain	This is for domain name of the backup SIP server. See Section 7.4.8 on page 128 for information on how to configure this.
Select	Press this to choose the highlighted field in the menu.
Back	Press this to return to the previous screen.

7.5 The Auto Provision Menus

Use these menus if you have an auto-provisioning server on the network. When auto-provisioning is used, the V500 downloads its settings automatically from the auto-provisioning server, meaning you do not have to input them manually.

Enable and select **Advanced Setting > Auto Provision**. The following screen appears.

Figure 105 LCD Menu: Auto Provision



The following table describes the labels in this screen.

Table 80 LCD Menu: Auto Provision

LABEL	DESCRIPTION
Protocol	Select this to see or edit the protocol the V500 uses to request and receive auto-provisioning files.
Server Address	Select this to see or edit the auto provisioning server's IP address.
Port	Select this to see or edit the auto-provisioning server's port number.

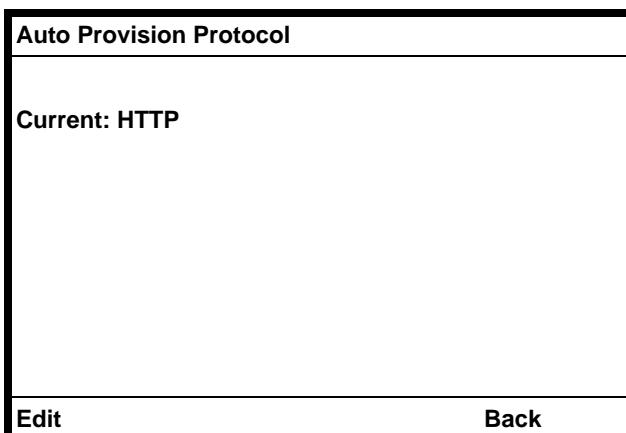
Table 80 LCD Menu: Auto Provision

LABEL	DESCRIPTION
Expire Time	Select this to see or edit how long the V500 waits after it successfully receives an auto-provisioning file before it requests another.
Retry Time	Select this to see or edit how long the V500 waits, if it requests an auto-provisioning file but does not receive one, before requesting the file again.
Select	Press this to choose the highlighted entry in the menu.
Back	Press this to return to the previous screen without saving your settings.

7.5.1 Protocol

Use this screen to see or edit the protocol that the V500 uses to request and receive the auto-provisioning file. This protocol must be the same as that used by the auto-provisioning server.

Enable and select **Advanced Setting > Auto Provision > Protocol**. The following screen displays.

Figure 106 LCD Menu: Auto Provision Protocol

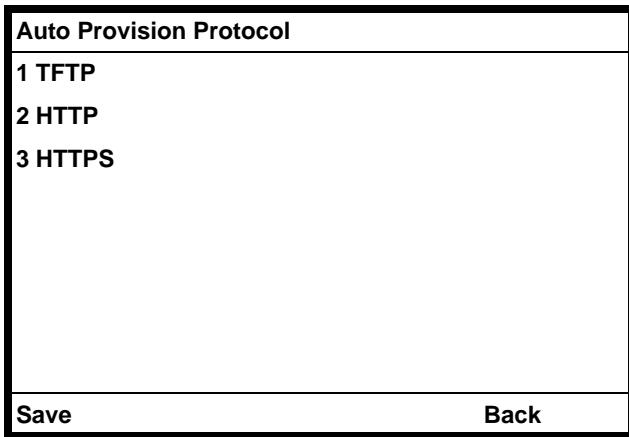
The following table describes the labels in this screen.

Table 81 LCD Menu: Auto Provision Protocol

LABEL	DESCRIPTION
Current	This shows the auto-provision protocol already configured on the V500.
Edit	Press this to change the auto-provision protocol. Note: The V500 must use the same protocol as the auto-provisioning server.
Back	Press this to return to the previous screen.

7.5.1.1 Auto Provision Protocol - Edit

Press **Edit** in the **Auto Provision Protocol** screen. The following screen displays.

Figure 107 LCD Menu: Auto Provision Protocol - Edit

The following table describes the labels in this screen.

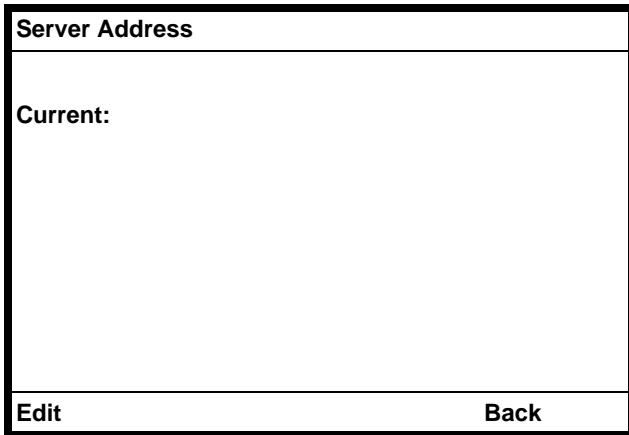
Table 82 LCD Menu: Auto Provision Protocol - Edit

LABEL	DESCRIPTION
TFTP	Select this to use Trivial File Transfer Protocol.
HTTP	Select this to use Hyper-Text Transfer Protocol.
HTTPS	Select this to use secured HTTP.
Save	Press this to save your changes.
Back	Press this to return to the previous screen.

7.5.2 Auto-provisioning Server Address

Use this screen to see or edit the IP address of the auto-provisioning server from which the V500 gets the auto-provisioning file.

Enable and select **Advanced Setting > Auto Provision > Server Address**. The following screen displays.

Figure 108 LCD Menu: Auto Provision Server Address

The following table describes the labels in this screen.

Table 83 LCD Menu: Auto Provision Server Address

LABEL	DESCRIPTION
Current	This shows the auto-provisioning server IP address already configured on the V500.
Edit	Press this to change the server address.
Back	Press this to return to the previous screen.

7.5.2.1 Auto-provisioning Server Address - Edit

Press **Edit** in the **Server Address** screen. The following screen displays.

Figure 109 LCD Menu: Auto Provision Server Address - Edit

Server Address	Number
Current: New:	
Save . <-	Back

The following table describes the labels in this screen.

Table 84 LCD Menu: Auto Provision Server Address - Edit

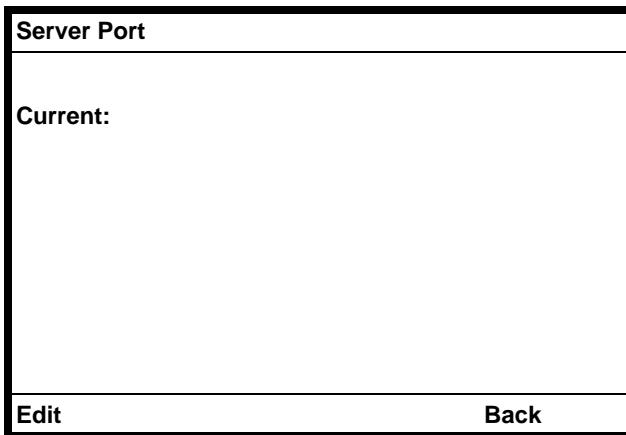
LABEL	DESCRIPTION
Current	This shows the auto-provisioning server IP address already configured on the V500.
New	Enter the IP address from which you want the V500 to get the auto-provisioning file.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
.	Press this to enter a period.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.5.3 Auto-provisioning Server Port

Use this screen to see or edit the listening port of the auto-provisioning server from which the V500 gets the auto-provisioning file.

Enable and select **Advanced Setting > Auto Provision > Port**. The following screen displays.

Figure 110 LCD Menu: Auto Provision Server Port



The following table describes the labels in this screen.

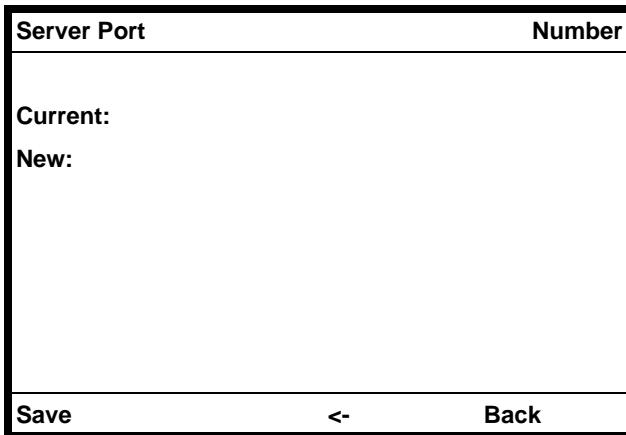
Table 85 LCD Menu: Auto Provision Server Address

LABEL	DESCRIPTION
Current	This shows the auto-provisioning server's listening port number already configured on the V500.
Edit	Press this to change the server port number.
Back	Press this to return to the previous screen.

7.5.3.1 Auto-provisioning Server Port - Edit

Press **Edit** in the **Server Port** screen. The following screen displays.

Figure 111 LCD Menu: Auto Provision Server Port - Edit



The following table describes the labels in this screen.

Table 86 LCD Menu: Auto Provision Server Port - Edit

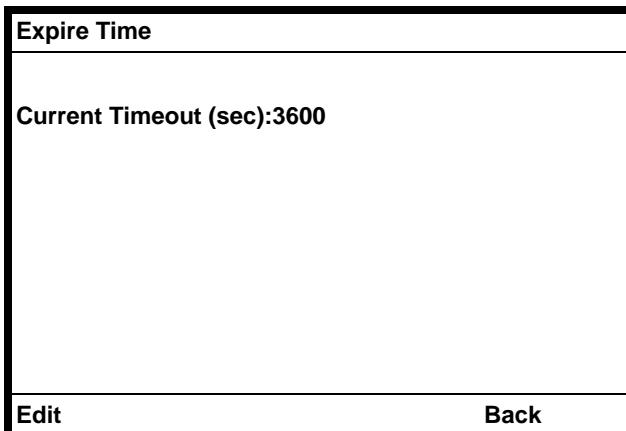
LABEL	DESCRIPTION
Current	This shows the auto-provisioning server's listening port number already configured on the V500.
New	Enter the new listening port number.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.5.4 Expire Time

Use this screen to see or edit the length of time the V500 waits after receiving an auto-provisioning file before it requests another.

Enable and select **Advanced Setting > Auto Provision > Expire Time**. The following screen displays.

Figure 112 LCD Menu: Auto Provision Expire Time



The following table describes the labels in this screen.

Table 87 LCD Menu: Auto Provision Expire Time

LABEL	DESCRIPTION
Current Timeout	This shows the expire time already configured on the V500.
Edit	Press this to change the expire time.
Back	Press this to return to the previous screen.

7.5.4.1 Expire Time - Edit

Press **Edit** in the **Expire Time** screen. The following screen displays.

Figure 113 LCD Menu: Auto Provision Expire Time - Edit

Expire Time	Number	
Current Timeout (sec):3600		
New Timeout (sec):		
Save	<-	Back

The following table describes the labels in this screen.

Table 88 LCD Menu: Auto Provision Expire Time - Edit

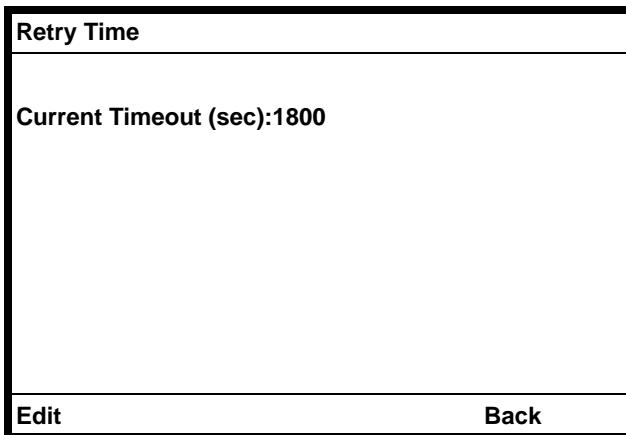
LABEL	DESCRIPTION
Current Timeout	This shows the expire time already configured on the V500.
New Timeout	Enter the new expire time.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.5.5 Retry Time

Use this screen to see or edit the length of time the V500 waits if it cannot get an auto-provisioning file from the server before trying again.

Enable and select **Advanced Setting > Auto Provision > Retry Time**. The following screen displays.

Figure 114 LCD Menu: Auto Provision Retry Time



The following table describes the labels in this screen.

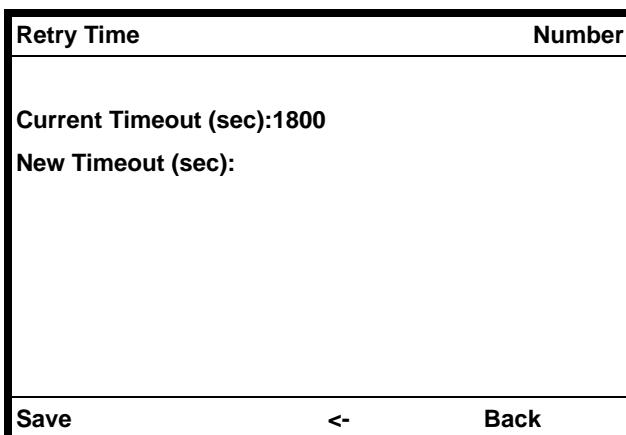
Table 89 LCD Menu: Auto Provision Retry Time

LABEL	DESCRIPTION
Current Timeout	This shows the retry time already configured on the V500.
Edit	Press this to change the retry time.
Back	Press this to return to the previous screen.

7.5.5.1 Retry Time - Edit

Press **Edit** in the **Retry Time** screen. The following screen displays.

Figure 115 LCD Menu: Auto Provision Retry Time - Edit



The following table describes the labels in this screen.

Table 90 LCD Menu: Auto Provision Expire Time - Edit

LABEL	DESCRIPTION
Current Timeout	This shows the retry time already configured on the V500.
New Timeout	Enter the new retry time.
Mode	Cycle through different character input modes using the # key.
Save	Press this to save your changes.
<-	Press this to delete a character.
Back	Press this to return to the previous screen.

7.6 Programmable Key

The V500 has six custom keys (see [Section 2.2 on page 35](#) for hardware information). You can configure these keys to perform call functions. For example, if you can turn off caller ID on the next call by dialing “*12*” on the alphanumeric keypad, you can configure a custom key to do the same thing whenever you press it.



The features available depend on your service provider.

Refer to information supplied by your service provider to see what features are available to you, and the codes you enter to use them.

Select **Advanced Setting > Programmable Key**. The following screen displays.

Figure 116 LCD Menu: Programmable Feature Key

Programmable Key	Number
Key 1:	
Key 2:	
Key 3:	
Key 4:	
Key 5:	
Key 6:	
Apply	*
	<-
	Back

The following table describes the labels in this screen.

Table 91 LCD Menu: Programmable Key

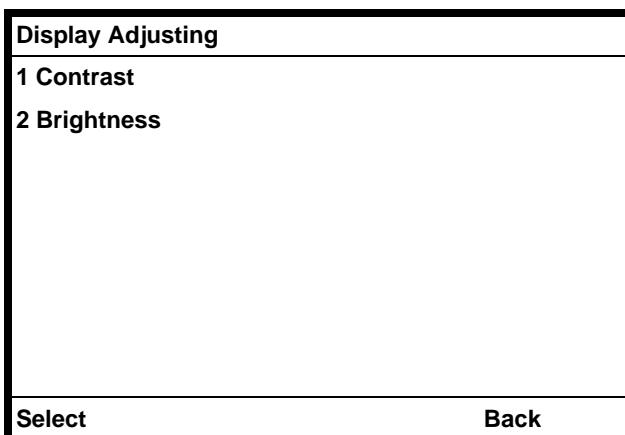
LABEL	DESCRIPTION
Key 1 ~ Key 6	<p>These show the feature code configured for each rule.</p> <p>Note: The rules in this screen are in the same order as the custom keys on the V500. Key 1 refers to the top key, Key 2 refers to the second-from-top key, and so on.</p> <p>Note: To edit a Key, simply select it and then enter the desired feature number.</p>
*	Enter an asterisk in a Key line.
<-	Press this to delete a character.
Apply	Press this to save an edited key.
Back	Press this to return to the previous screen.

7.7 Display Adjusting

Use this menu to change the way the LCD screen displays. You can change the screen's brightness and contrast levels.

Select **Advanced Setting > Display Adjusting**. The following screen displays.

Figure 117 LCD Menu: Display Adjusting



The following table describes the labels in this screen.

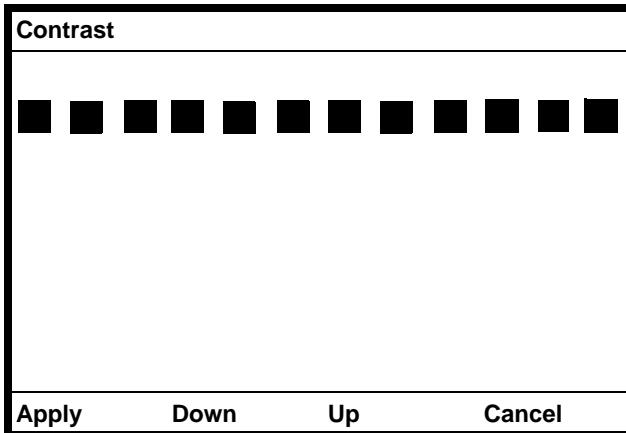
Table 92 LCD Menu: Display Adjusting

LABEL	DESCRIPTION
Contrast	Select this to change the LCD screen's contrast.
Brightness	Select this to change the LCD screen's brightness
Select	Press this to choose the highlighted entry in the menu.
Back	Press this to return to the previous screen without saving your settings.

7.7.1 Contrast

Use this menu to change the LCD screen's contrast (the difference between the text shade and the background shade). Select **Contrast** in the **Display Adjusting** menu. The following screen displays.

Figure 118 LCD Menu: Contrast



The following table describes the labels in this screen.

Table 93 LCD Menu: Contrast

LABEL	DESCRIPTION
Apply	Press this to save your settings.
Up	Press this to increase the contrast.
Down	Press this to decrease the contrast.
Cancel	Select this to return to the previous screen without saving your settings.

7.7.2 Brightness

Use this menu to change the LCD screen's brightness. Select **Brightness** in the **Display Adjusting** menu. The following screen displays.

Figure 119 LCD Menu: Brightness



The following table describes the labels in this screen.

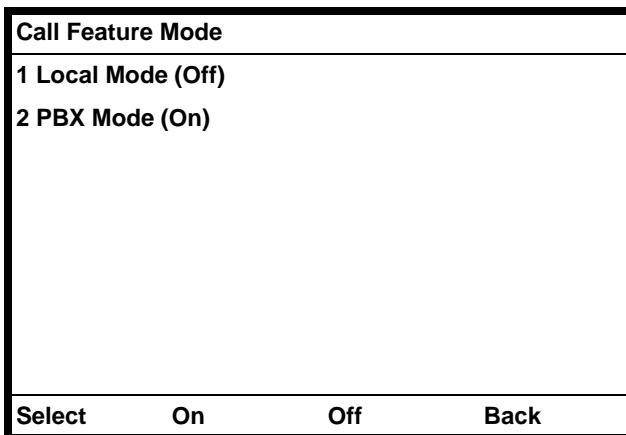
Table 94 LCD Menu: Brightness

LABEL	DESCRIPTION
Apply	Press this to save your settings.
Up	Press this to increase the screen's brightness.
Down	Press this to decrease the screen's brightness.
Cancel	Select this to return to the previous screen without saving your settings.

7.8 Call Feature Mode

Use this menu to switch between local mode and PBX mode.

Figure 120 LCD Menu: Call Feature Mode



The following table describes the labels in this screen.

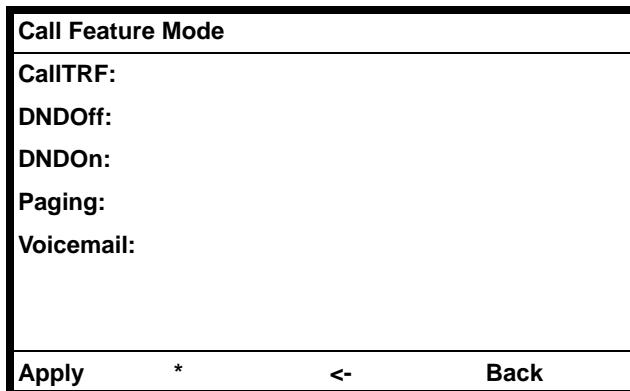
Table 95 LCD Menu: Contrast

LABEL	DESCRIPTION
Local Mode (On/Off)	Set this to ON if you want to use Local mode.
PBX Mode (On/Off)	Set this to ON if you want to use PBX mode. This item can be further configured by pressing the Select button.
Select	Press this to choose the highlighted entry in the menu.
On	Press this to turn the highlighted menu item on.
Off	Press this to turn the highlighted menu item off.
Back	Press this to return to the previous screen.

7.8.1 PBX Mode

Use this menu to configure the PBX mode settings. PBX mode should be selected if your phone connection is routed through a ZyXEL IP PBX (such as the X2002), or another IP-PBX. The settings here are automatically configured using auto-provisioning if routed through a ZyXEL device; otherwise, you may have to configure these settings manually.

Figure 121 LCD Menu: Call Feature Mode



The following table describes the labels in this screen.

Table 96 LCD Menu: Contrast

LABEL	DESCRIPTION
CallTRF	Enter the feature code key for call transfer mode.
DNDOff	Enter the feature code key that turns Do Not Disturb off.
DNDOn	Enter the feature code key that turns Do Not Disturb On
Paging	Enter a list of paging numbers, separated by commas. You can enter up to a maximum of 127 digits and characters.
Voicemail	Enter the feature code you used to access your voicemail from this phone.
Apply	Press this to save your settings.
*	Enter an asterisk in a Key line.
<	Press this to delete a character.
Back	Press this to return to the previous screen.

7.9 Language Support

Use this menu to select the language used on the V500's menus.



This setting does not apply to the Web Configurator.

Figure 122 LCD Menu: Language Support

Language Support	
1 English	
2 French	
3 German	
4 Italian	
5 Spanish	
6 Czech	
7 Russian	
Apply	Back

The following table describes the labels in this screen.

Table 97 LCD Menu: Contrast

LABEL	DESCRIPTION
English ~ Russian	Select a language for the LCD menus.
Apply	Press this to save your settings.
Back	Press this to return to the previous screen.

PART III

The Web Configurator

[Introducing the Web Configurator \(161\)](#)

[Status Screens \(167\)](#)

[Network Setup \(173\)](#)

[SIP Account Setup \(177\)](#)

[Phone Setup \(193\)](#)

[The Phone Book \(201\)](#)

Introducing the Web Configurator

8.1 Overview

This chapter describes how to access the V500's web configurator and provides an overview of its screens.

8.2 Accessing the Web Configurator

- 1 Make sure your hardware is properly connected and prepare your computer or computer network to connect to the V500 (refer to the Quick Start Guide).
- 2 Launch your web browser.
- 3 Enter the V500's IP address as the URL. The V500 is set to get an IP address automatically. Use the **System Info > IP Address** LCD screen to find it out (see [Section 6.3.2 on page 79](#)).



If the V500 is not connected to a network, use the management IP address. The default management IP address is 192.168.5.1.

The following screen displays.

Figure 123 Password Screen

The screenshot shows the ZyXEL V500 IP-PHONE Configuration Interface. At the top, the ZyXEL logo is displayed. Below it, the text "ZyXEL V500 IP-PHONE" and "Welcome to your phone Configuration Interface". A note says "Enter your password and click **Login**". There are two input fields: "Username:" and "Password:", both preceded by a keyhole icon. Below the password field is the note "(max. 8 alphanumeric, printable characters and no spaces)". A yellow note icon with the text "Please turn on the Javascript and ActiveX control setting on Internet Explorer." is present. At the bottom are "Login" and "Reset" buttons.

- 4** Type “admin” as the username and "1234" (default) as the password, then click **Login**.
- 5** It is strongly recommended that you change your password in the screen that displays next.



If you do not change your password, anyone who knows the default password can access your phonebook and SIP account information over the network.

- 6** Type a new password (and retype it to confirm) then click **Apply**. Alternatively, click **Ignore**.



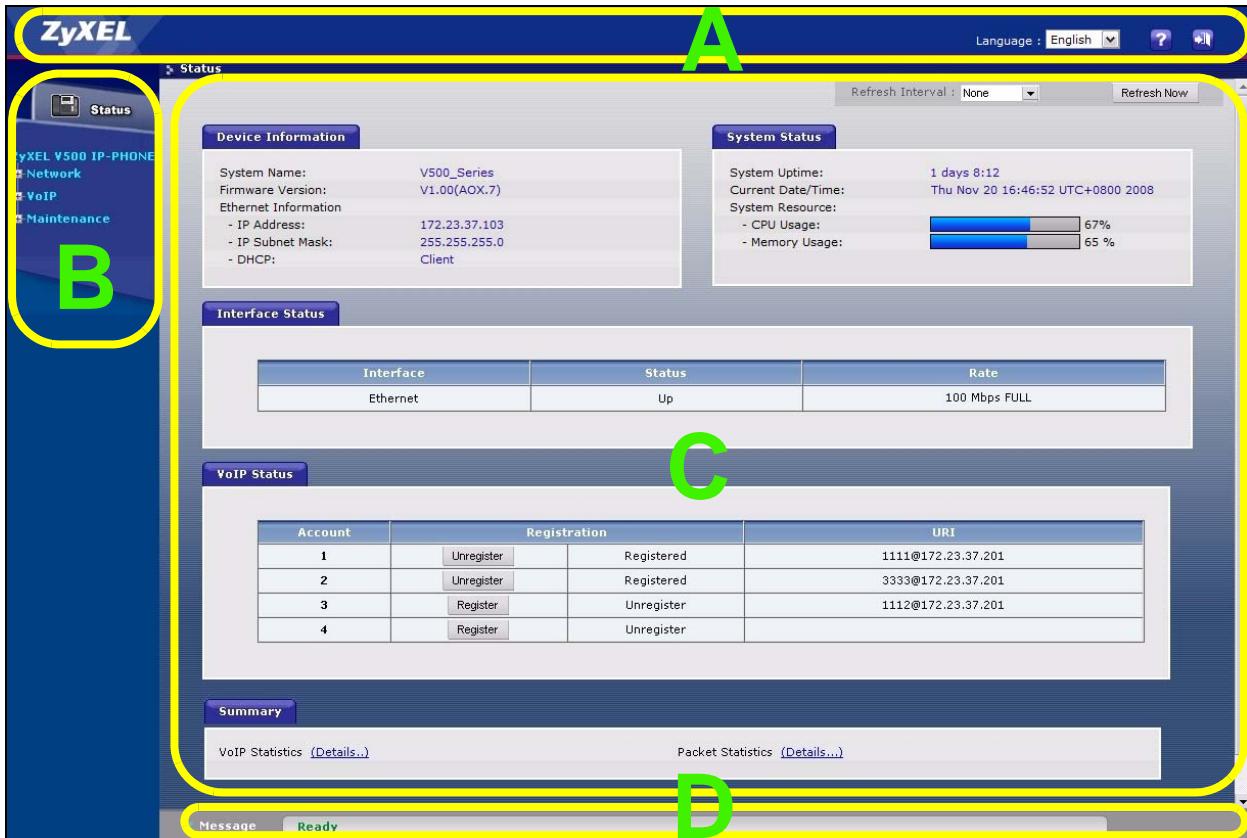
If you do not change the password, the following screen appears every time you login.

Figure 124 Change Password Screen

The screenshot shows a web-based configuration interface for a ZyXEL device. The title bar reads "ZyXEL". The main content area has a blue gradient background. At the top, it says "Please enter a new password". Below that, a message reads: "Your IP Phone is currently using the default password. To protect your network from unauthorized users we suggest you change your password at this time. Please select a new password that will be easy to remember yet difficult for others to guess. We suggest you combine text with numbers to make it more difficult for an intruder to guess." A note below states: "The administrator password should must be between 4 - 8 digit." There are two input fields: "New Password :" and "Retype to Confirm :". At the bottom are two buttons: "Apply" and "Ignore".

The **Status** screen displays.

Figure 125 The Status Screen



As illustrated above, the web configurator screen is divided into four parts.

- **A** - title bar
- **B** - navigation panel
- **C** - main window
- **D** - status bar

8.2.1 Title Bar

The title bar has some icons in the upper right corner.



The icons have the following functions.

Table 98 Web Configurator Icons in the Title Bar

ICON	DESCRIPTION
Language : English	Language: Select a language for the Web Configurator user interface.
?	Help: Click this to see online help related to the current screen.
Logout	Logout: Click this icon to log out of the web configurator.

8.2.2 Navigation Panel

Use the menu items on the navigation panel to open screens and configure the V500's features. The following table describes the menu items.

Table 99 Navigation Panel Summary

LINK	TAB	FUNCTION
Status		This screen contains administrative and system-related information.
Network		
Ethernet	Internet Connection	Use this screen to configure ISP parameters, WAN IP address assignment and other advanced properties.
	Mgmt Port	Use this screen to set the V500's management IP address.
VoIP		
SIP	SIP Settings	Use this screen to configure your V500's Voice over IP settings.
	QoS	Use this screen to configure your V500's Quality of Service settings for VoIP.
Phone	Phone Settings	Use this screen to configure general phone settings, including volume levels and ringtone selection.
	Region	Use this screen to select your location.
	Speed Dial Settings	Use this screen to configure speed dial for phone numbers that you call often.
	Programmable Feature Key Settings	Use this screen to configure the custom keys on the V500.
Phone Book	Call Forward	Use this screen to redirect incoming calls to other phone numbers.
	Contact List	Use this screen to view, edit and add to your list of phonebook entries.
	Group List	Use this screen to view and edit the groups to which your phonebook entries belong.
	Block List	Use this screen to view and edit the phone numbers that you prevent from calling you.
	DND White List	Use this screen to view and edit the list of people who can call you even when DND (Do Not Disturb) is turned on.
Maintenance		
System	General	This screen contains administrative and system-related information and also allows you to change your password.
	Time Setting	Use this screen to change your V500's time and date.
Logs	View Log	Use this screen to display your device's logs.
Tools	Firmware	Use this screen to upload firmware to your device.
	Configuration	Use this screen to backup and restore your device's configuration (settings) or reset the factory default settings.
	Restart	This screen allows you to reboot the V500 without turning the power off.
	Ring Maintenance	Use this screen to upload ringtone files to the V500, or download them from the V500.

8.2.3 Main Window

The main window displays information and configuration fields. It is discussed in the rest of this document.

Right after you log in, the **Status** screen is displayed. See [Chapter 9 on page 167](#) for more information about the **Status** screen.

8.2.4 Status Bar

Check the status bar when you click **Apply** or **OK** to verify that the configuration has been updated.

Status Screens

9.1 Overview

Use the **Status** screens to see the current status of the V500, its system resources, interfaces, and SIP accounts. You can also register and unregister SIP accounts. It also provides detailed traffic and VoIP statistics.

9.2 Status Screen

Click **Status** to open this screen.

Figure 126 Status Screen

The screenshot displays the Status Screen with the following sections:

- Device Information:**
 - System Name: V500_Series
 - Firmware Version: V1.00(AOX.7)
 - Ethernet Information:
 - IP Address: 172.23.37.103
 - IP Subnet Mask: 255.255.255.0
 - DHCP: Client
- System Status:**
 - System Uptime: 1 days 8:12
 - Current Date/Time: Thu Nov 20 16:46:52 UTC+0800 2008
 - System Resource:
 - CPU Usage: 67%
 - Memory Usage: 65 %
- Interface Status:**

Interface	Status	Rate
Ethernet	Up	100 Mbps FULL
- VoIP Status:**

Account	Registration	URI
1	Unregister	Registered 1111@172.23.37.201
2	Unregister	Registered 3333@172.23.37.201
3	Register	Unregister 1112@172.23.37.201
4	Register	Unregister
- Summary:**
 - Voice Statistics ([Details...](#))
 - Packet Statistics ([Details...](#))

Each field is described in the following table.

Table 100 Status Screen

LABEL	DESCRIPTION
Refresh Interval	Enter how often you want the V500 to update this screen.
Refresh Now	Click this to update this screen immediately.
Device Information	
System Name	This field displays the V500's system name. It is used for identification. You can change this in the Maintenance > System > General screen's System Name field.
Firmware Version	This field displays the current version of the firmware inside the device. It also shows the date the firmware version was created. You can change the firmware version by uploading new firmware in Maintenance > Tools > Firmware .
IP Address	This field displays the current IP address of the V500 on the LAN.
IP Subnet Mask	This field displays the current subnet mask on the LAN.
DHCP	This field displays what DHCP services the V500 is receiving from the LAN. Choices are: Client - The V500 is a DHCP client. It is receiving DHCP services. None - The V500 is not receiving DHCP services. You can change this in the Network > Ethernet > Internet Connection screen.
System Status	
System Uptime	This field displays how long the V500 has been running since it last started up.
Current Date/ Time	This field displays the current date and time in the V500. You can change this in Maintenance > System > Time Setting .
CPU Usage	This field displays what percentage of the V500's processing ability is currently in use. If the this nears 100%, the V500 may slow down.
Memory Usage	This field displays what percentage of the V500's memory is currently in use. The higher the memory usage, the more likely the V500 is to slow down. Some memory is required just to start the V500 and to run the web configurator. You can reduce the memory usage by deleting rules in functions such as call forwarding, speed dial entries, and contact list entries.
Interface Status	
Interface	This column displays each interface of the V500.
Status	This field indicates whether or not the V500 is using the interface. This field displays Up when the V500 is using the interface and Down when the V500 is not using the interface.
Rate	This displays the port speed and duplex setting. Ethernet port connections can be in half-duplex or full-duplex mode. Full-duplex refers to a device's ability to send and receive simultaneously, while half-duplex indicates that traffic can flow in only one direction at a time. The Ethernet port must use the same speed or duplex mode setting as the peer Ethernet port in order to connect.
VoIP Status	
Account	This column displays each SIP account in the V500.

Table 100 Status Screen

LABEL	DESCRIPTION
Registration	This field displays the current registration status of the SIP account. You have to register SIP accounts with a SIP server to use VoIP. If the SIP account is already registered with the SIP server, Click Unregister to delete the SIP account's registration in the SIP server. This does not cancel your SIP account, but it deletes the mapping between your SIP identity and your IP address or domain name. The second field displays Registered . If the SIP account is not registered with the SIP server, Click Register to have the V500 attempt to register the SIP account with the SIP server. The second field displays Unregister .
URI	This field displays the account number and service domain of the SIP account. You can change these in VoIP > SIP > SIP Settings .
Summary	
VoIP Statistics	Click this link to view statistics about your VoIP usage.
Packet Statistics	Click this link to view port status and packet specific statistics.

9.3 Packet Statistics

To access this screen, open the **Status** screen (see [Section 9.2 on page 167](#)), and click **(Details...)** next to **Packet Statistics**. Read-only information here includes port status and packet specific statistics. Also provided are "system up time" and "poll interval(s)". The **Poll Interval(s)** field is configurable.

Figure 127 Packet Statistics

The following table describes the fields in this screen.

Table 101 Packet Statistics

LABEL	DESCRIPTION
Packet Statistics	
Port	This column displays each interface of the V500.
Status	This displays the port speed and duplex setting.
TxPkts	This field displays the number of packets transmitted on this interface.

Table 101 Packet Statistics (continued)

LABEL	DESCRIPTION
RxPkts	This field displays the number of packets received on this interface.
Collisions	This field displays the number of collisions on this port.
Tx B/s	This field displays the number of bytes transmitted in the last second.
Rx B/s	This field displays the number of bytes received in the last second.
Up Time	This field displays the elapsed time this interface has been connected.
System up Time	This is the elapsed time the system has been on.
Poll Interval(s)	Type the time interval (in seconds) for the browser to refresh system statistics.
Set Interval	Click this button to apply the new poll interval you entered in the Poll Interval field.
Stop	Click this button to halt the refreshing of the system statistics.

9.4 VoIP Statistics

This screen displays SIP registration information, status of calls and VoIP traffic statistics. To access this screen, open the **Status** screen (see [Section 9.2 on page 167](#)), and click **(Details...)** next to **VoIP Statistics**.

Figure 128 VoIP Statistics

VoIP Statistics								
SIP Status:								
Account	Registration	Last Registration	URI	Protocol	Message Waiting	Last Incoming Number	Last Outgoing Number	
1	Registered	Wed Sep 1 09:51:18 2007	1111@112.21.37.101	udp	No		1001	
2	Registered	Wed Sep 1 09:51:18 2007	3333@112.21.37.101	udp	No		1002	
3	Unregister	Wed Sep 1 09:51:18 2007	1112@112.21.37.101	udp	No			
4	Unregister	Wed Sep 1 09:51:18 2007		udp	No			

Call Statistics:								
Call	Status	Codec	Peer Number	Duration	Packets Sent	Packets Recv	Tx Rate B/s	Rx Rate B/s
1	Connected	G.711 a	1001	4	0	0	0	0
2	Idle			0	0	0	0	0
3	Idle			0	0	0	0	0
4	Idle			0	0	0	0	0

Poll Interval(s) : 1	sec	Set Interval	Stop
----------------------	-----	--------------	------

Each field is described in the following table.

Table 102 VoIP Statistics

LABEL	DESCRIPTION
SIP Status	
Account	This column displays each SIP account in the V500.

Table 102 VoIP Statistics

LABEL	DESCRIPTION
Registration	This field displays the current registration status of the SIP account. You can change this in the Status screen. Registered - The SIP account is registered with a SIP server. Unregister - The SIP account has failed to register with a SIP server, or is not active.
Last Registration	This field displays the last time you successfully registered the SIP account. It displays N/A if you never successfully registered this account.
URI	This field displays the account number and service domain of the SIP account. You can change these in VoIP > SIP > SIP Settings .
Protocol	This field displays the transport protocol the SIP account uses. SIP accounts always use UDP.
Message Waiting	This field indicates whether or not there are any messages waiting for the SIP account.
Last Incoming Number	This field displays the last number that called the SIP account. It displays N/A if no number has ever dialed the SIP account.
Last Outgoing Number	This field displays the last number the SIP account called. It displays N/A if the SIP account has never dialed a number.
Call Statistics	
Call	This field displays the V500's line number.
Status	This field indicates whether the line is active or not. Idle - The line is not active. Dial - the line is active and a connection to a SIP server has been made, but a call is not in progress. Dialing - the V500 is initiating a call on this line. Ringing - the V500 has initiated a call, and the phone at the other end is ringing. Connected - a call is in progress on this line. Disconnect - the line is active, but the connection with the SIP server has been terminated. Hold - a call on this line is on hold. Waiting - another line is active, and this line has an incoming call that has not been answered. Transfer - a call on this line is waiting to be transferred. Transferred - a call on this line has been transferred to another number, and is still ongoing. Incoming - an incoming call on this line is waiting to be answered. Busy - the V500 has tried to initiate a call, but the phone at the other end is engaged.
Codec	This field displays what voice codec (coder/decoder) is being used for a current VoIP call.
Peer Number	This field displays the SIP number of the person on the other end of the line, when a call is in progress.
Duration	This field displays how long the current call has lasted.
Packets Sent	This field displays the number of packets the V500 has transmitted in the current call.
Packets Recv	This field displays the number of packets the V500 has received in the current call.
Tx B/s	This field displays how quickly the V500 has transmitted packets in the current call. The rate is the average number of bytes transmitted per second.
Rx B/s	This field displays how quickly the V500 has received packets in the current call. The rate is the average number of bytes transmitted per second.

Table 102 VoIP Statistics

LABEL	DESCRIPTION
Poll Interval(s)	Enter how often you want the V500 to update this screen, and click Set Interval .
Set Interval	Click this to make the V500 update the screen based on the amount of time you specified in the Poll Interval field.
Stop	Click this to make the V500 stop updating the screen.

Network Setup

10.1 Overview

This chapter discusses how to configure the V500's network settings.

10.1.1 What You Can Do in This Chapter

- The **Internet Connection** screen allows you change your V500's Internet access settings ([Section 10.2 on page 175](#)).
- The **Management Port** screen allows configure the management IP address of the V500 ([Section 10.3 on page 176](#)).

10.1.2 What You Need to Know

The following terms and concepts may help as you read through this chapter.

IP Address Assignment

Every computer on the Internet must have a unique IP address. If your networks are isolated from the Internet (for instance, only between your two branch offices) you can assign any IP addresses to the hosts without problems. However, the Internet Assigned Numbers Authority (IANA) has reserved the following three blocks of IP addresses specifically for private networks.

Table 103 Private IP Address Ranges

10.0.0.0	-	10.255.255.255
172.16.0.0	-	172.31.255.255
192.168.0.0	-	192.168.255.255

You can obtain your IP address from the IANA, from an ISP or have it assigned by a private network. If you belong to a small organization and your Internet access is through an ISP, the ISP can provide you with the Internet addresses for your local networks. On the other hand, if you are part of a much larger organization, you should consult your network administrator for the appropriate IP addresses.



Regardless of your particular situation, do not create an arbitrary IP address; always follow the guidelines above. For more information on address assignment, please refer to RFC 1597, Address Allocation for Private Internets and RFC 1466, Guidelines for Management of IP Address Space.

IP Address and Subnet Mask

Similar to the way houses on a street share a common street name, computers on a LAN share one common network number.

Where you obtain your network number depends on your particular situation. If the ISP or your network administrator assigns you a block of registered IP addresses, follow their instructions in selecting the IP addresses and the subnet mask.

If the ISP did not explicitly give you an IP network number, then most likely you have a single user account and the ISP will assign you a dynamic IP address when the connection is established. The Internet Assigned Number Authority (IANA) reserved this block of addresses specifically for private use; please do not use any other number unless you are told otherwise. Let's say you select 192.168.1.0 as the network number; which covers 254 individual addresses, from 192.168.1.1 to 192.168.1.254 (zero and 255 are reserved). In other words, the first three numbers specify the network number while the last number identifies an individual computer on that network.

Once you have decided on the network number, pick an IP address that is easy to remember, for instance, 192.168.1.2, for your device, but make sure that no other device on your network is using that IP address.

The subnet mask specifies the network number portion of an IP address. Your device will compute the subnet mask automatically based on the IP address that you entered. You don't need to change the subnet mask computed by the device unless you are instructed to do otherwise.

PPPoE Encapsulation

The V500 supports PPPoE (Point-to-Point Protocol over Ethernet). PPPoE is an IETF standard (RFC 2516) specifying how a personal computer (PC) interacts with a broadband modem (DSL, cable, wireless, etc.) connection.

For the service provider, PPPoE offers an access and authentication method that works with existing access control systems (for example Radius).

One of the benefits of PPPoE is the ability to let you access one of multiple network services, a function known as dynamic service selection. This enables the service provider to easily create and offer new IP services for individuals.

Operationally, PPPoE saves significant effort for both you and the ISP or carrier, as it requires no specific configuration of the broadband modem at the customer site.

By implementing PPPoE directly on the V500 (rather than individual computers), the computers on the LAN do not need PPPoE software installed, since the V500 does that part of the task. Furthermore, with NAT, all of the LANs' computers will have access.

10.2 Internet Connection

Use this screen to change your V500's Internet access settings. Click **Network > Internet Connection**.

Figure 129 Network > Internet Connection

The following table describes the labels in this screen.

Table 104 Network > Internet Connection

LABEL	DESCRIPTION
Ethernet TCP/IP Settings	
Get automatically from DHCP	Select this option if your ISP did not give you an IP address.
Use Fixed IP Address	Select this option If your ISP assigned a fixed IP address. Enter the address information in the following fields.
IP Address	Enter your WAN IP address in this field if you selected Use Fixed IP Address .
IP Subnet Mask	Enter the IP Subnet Mask in this field.
Gateway IP Address	Enter a Gateway IP Address (if your ISP gave you one) in this field.
Primary DNS Secondary DNS	Enter the DNS (Domain Name Service) servers, if provided by your ISP.
PPPoE	
Use PPPoE Client	Select this if your V500 is a PPPoE client.
PPPoE User Name	Type the user name given to you by your ISP.
Password	Type the password associated with the user name above.
Apply	Click this to save your changes.
Reset	Click this to reload the previous configuration for this screen.

10.3 Management Port

Use this screen to configure the management IP address of the V500. You can use this IP address to connect to the V500 even when its WAN IP address is in a different subnet. Your computer must be in the same subnet as the management IP address to use it.

Click **Network > Ethernet > Mgmt Port**. The following screen displays.

Figure 130 Network > Mgmt Port

The screenshot shows a web-based configuration interface for a network device. At the top, there are two tabs: "Internet Connection" and "Mgmt Port", with "Mgmt Port" being the active tab. Below the tabs is a section titled "Management IP Address". A note within this section states: "This management IP address can be on a different subnet from the Ethernet port's IP address, but the computer you use for management must be on the same subnet as this management IP address." Below the note is an "IP Address" input field containing the value "192.168.5.1". At the bottom of the section are two buttons: "Apply" and "Reset".

The following table describes the labels in this screen.

Table 105 Network > Mgmt Port

LABEL	DESCRIPTION
Management IP Address	
IP Address	Enter the new management IP address you want the V500 to use.
Apply	Click this to save your changes.
Reset	Click this to reload the previous configuration for this screen.

SIP Account Setup

11.1 Overview

This chapter discusses the V500's **VoIP > SIP** screens.

11.1.1 What You Can Do in This Chapter

- The **SIP Settings** screen allows you to maintain basic information about each SIP account ([Section 11.2 on page 178](#)).
- The **SIP QoS** screen allows you to maintain ToS and VLAN settings for the V500 ([Section 11.3 on page 185](#)).

11.1.2 What You Need to Know

The following terms and concepts may help as you read through this chapter.

Introduction to VoIP

VoIP (Voice over IP) is the sending of voice signals over the Internet Protocol. This allows you to make phone calls and send faxes over the Internet at a fraction of the cost of using the traditional circuit-switched telephone network. You can also use servers to run telephone service applications like PBX services and voice mail. Internet Telephony Service Provider (ITSP) companies provide VoIP service. A company could alternatively set up an IP-PBX and provide its own VoIP service.

Circuit-switched telephone networks require 64 kilobits per second (kbps) in each direction to handle a telephone call. VoIP can use advanced voice coding techniques with compression to reduce the required bandwidth.

Introduction to SIP

The Session Initiation Protocol (SIP) is an application-layer control (signaling) protocol that handles the setting up, altering and tearing down of voice and multimedia sessions over the Internet.

SIP signaling is separate from the media for which it handles sessions. The media that is exchanged during the session can use a different path from that of the signaling. SIP handles telephone calls and can interface with traditional circuit-switched telephone networks.

11.2 SIP Settings Screen

Use this screen to maintain basic information about each SIP account. Your VoIP service provider (the company that lets you make phone calls over the Internet) should provide this. You can also enable and disable each SIP account. To access this screen, click **VoIP > SIP > SIP Settings**.

Figure 131 VoIP > SIP > SIP Settings

The screenshot shows the SIP Settings screen with three tabs: SIP Settings (selected), QoS, and Backup SIP Server. The SIP Settings tab contains fields for SIP Account (SIP 1), Active status (checked), Account Name, Number (1002), SIP Local Port (5060, 1024-65535), SIP Server Address (172.23.37.44), SIP Server Port (5060, 1024-65535), REGISTER Server Address (172.23.37.44), REGISTER Server Port (5060, 1024-65535), SIP Service Domains, Send Caller ID (checked), Voice Mail Number, Paging Number, and DNS SRV. The Backup SIP Server tab shows fields for 1st and 2nd backup servers, each with SIP Service Address (5060, 1024-65535), SIP Service Port (5060), Register Service Address, Register Service Port (5060, 1024-65535), and SIP Server Domains. The Authentication tab shows User Name (1002) and Password (*****). Buttons at the bottom include Apply and Advance Setup.

SIP Settings	
SIP Account:	SIP 1
<input checked="" type="checkbox"/> Active	
Account Name:	
Number:	1002
SIP Local Port:	5060 (1024-65535)
SIP Server Address:	172.23.37.44
SIP Server Port:	5060 (1024-65535)
REGISTER Server Address:	172.23.37.44
REGISTER Server Port:	5060 (1024-65535)
SIP Service Domains:	
<input checked="" type="checkbox"/> Send Caller ID	
Voice Mail Number:	
Paging Number:	
<input type="checkbox"/> DNS SRV	
Backup SIP Server	
<input type="checkbox"/> 1st Backup SIP Server	
SIP Service Address:	
SIP Service Port:	5060 (1024-65535)
Register Service Address:	
Register Service Port:	5060 (1024-65535)
SIP Server Domains:	
<input type="checkbox"/> 2nd Backup SIP Server	
SIP Service Address:	
SIP Service Port:	5060 (1024-65535)
Register Service Address:	
Register Service Port:	5060 (1024-65535)
SIP Server Domains:	
Authentication	
User Name:	1002
Password:	*****

Each field is described in the following table.

Table 106 VoIP > SIP > SIP Settings

LABEL	DESCRIPTION
SIP Settings	
SIP Account	Select the SIP account you want to see in this screen. If you change this field, the screen automatically refreshes.
Active	Select this if you want the V500 to use this account. Clear it if you do not want the V500 to use this account.
Account Name	This is the name that appears in this SIP account's tab on the LCD screen. You can enter up to 20 printable English keyboard characters, but only the first 6 show up on the LCD screen account tab.
Number	Enter your SIP number. In the full SIP URI, this is the part before the @ symbol. You can use up to 50 printable English keyboard characters.
SIP Local Port	Enter the V500's listening port number, if your VoIP service provider gave you one. Otherwise, keep the default value.
SIP Server Address	Enter the IP address or domain name of the SIP server provided by your VoIP service provider. You can use up to 32 printable English keyboard characters. It does not matter whether the SIP server is a proxy, redirect or register server.
SIP Server Port	Enter the SIP server's listening port number, if your VoIP service provider gave you one. Otherwise, keep the default value.
REGISTER Server Address	Enter the IP address or domain name of the SIP register server, if your VoIP service provider gave you one. Otherwise, enter the same address you entered in the SIP Server Address field. You can use up to 32 printable English keyboard characters.
REGISTER Server Port	Enter the SIP register server's listening port number, if your VoIP service provider gave you one. Otherwise, enter the same port number you entered in the SIP Server Port field.
SIP Service Domain	Enter the SIP service domain name. In the full SIP URI, this is the part after the @ symbol. You can use up to 32 printable English keyboard characters.
Send Caller ID	Select this if you want to send identification when you make VoIP phone calls. Clear this if you do not want to send identification.
Voice Mail Number	Enter the voicemail number associated with this SIP account.
Paging Number	The paging feature allows you to call a group of extensions simultaneously. When this is configured and you press the PAGING key on the V500, all the extensions in the group automatically go into speakerphone mode. Your system administrator must set up paging groups on the network, and you must know the paging number for the group. Enter the group number in this field.
DNS SRV	Select this to use the DNS server(s) you configured in the Network > Ethernet > Internet Connection screen.
Backup SIP Server	
1st / 2nd Backup SIP Server	Select the check box to have the V500 use the backup SIP server(s) you configure. If the V500 cannot use the server you configured in the SIP Settings section of this screen, it tries to use the backup server(s). It tries to use the 1st Backup SIP Server and, if it cannot connect, then tries to use the 2nd Backup SIP Server .
SIP Service Address	Enter the IP address or domain name of the backup SIP server provided by your VoIP service provider. You can use up to 32 printable English keyboard characters. It does not matter whether the SIP server is a proxy, redirect or register server.

Table 106 VoIP > SIP > SIP Settings

LABEL	DESCRIPTION
SIP Service Port	Enter the backup SIP server's listening port number, if your VoIP service provider gave you one. Otherwise, keep the default value.
Register Service Address	Enter the IP address or domain name of the backup SIP register server, if your VoIP service provider gave you one. Otherwise, enter the same address you entered in the SIP Service Address field for this backup server. You can use up to 32 printable English keyboard characters.
Register Service Port	Enter the backup SIP register server's listening port number, if your VoIP service provider gave you one. Otherwise, enter the same port number you entered in the SIP Service Port field for this backup server.
SIP Service Domain	Enter the SIP service domain name. In the full SIP URI, this is the part after the @ symbol. You can use up to 32 printable English keyboard characters.
Authentication	
User Name	Enter the user name for registering this SIP account, exactly as it was given to you. You can use up to 20 printable English keyboard characters.
Password	Enter the user name for registering this SIP account, exactly as it was given to you. You can use up to 20 printable English keyboard characters.
Apply	Click this to save your changes.
Advanced Setup	Click this to edit the advanced settings for this SIP account. The Advanced SIP Setup screen appears.

11.2.1 Advanced SIP Setup Screen

Use this screen to maintain advanced settings for each SIP account. Click **Advanced Setup** in **VoIP > SIP > SIP Settings**. The following screen displays.

Figure 132 VoIP > SIP > SIP Settings > Advanced

SIP Server Settings

- URL Type: SIP
- Expiration Duration: 3600 (1-65535) sec
- Register Re-send timer: 180 (1-65535) sec
- Session Expires Active
- Session Expires: 180 (100-3600) sec
- Min-SE: 30 (20-1800) sec

RTP Port Range

- Start Port: 50000 (49152-65535)
- End Port: 65535 (49152-65535)

Voice Compression

- Primary Compression Type: G.711 u
- Secondary Compression Type: G.711 a
- Third Compression Type: G.729
- DTMF Mode: SIP INFO

STUN

- Enable
- Server Address:
- Server Port: 5060 (1024-65535)

Use NAT

- Enable
- Server Address:
- Server Port: 5060 (1024-65535)

Outbound Proxy

- Enable
- Server Address:
- Server Port: 5060 (1024-65535)

NAT Keep Alive

- Enable
- Keep Alive Interval: 60 (1-65535) sec

MWI(Message Waiting Indication)

- Enable
- Expiration Time: 60 (1-65535) sec

Hotline

- Enable
- Delay Period before Hotline Activated: 15 (1-15) sec
- Hotline Number:

Call Forward

- Enable

Ringback Active

- Enable

MusicOnHold Active

- Enable

PS(Presence Server)

- Server Address:
- Server Port: 5060 (1024-65535)
- Expiration Time: 3600 (1-65535) sec

Apply **Back**

Each field is described in the following table.

Table 107 VoIP > SIP > SIP Settings > Advanced Setup

LABEL	DESCRIPTION
SIP Server Settings	
URL Type	Select whether or not to include the SIP service domain name when the V500 sends the SIP number. SIP - include the SIP service domain name TEL - do not include the SIP service domain name
Expiration Duration	Enter the number of seconds your SIP account is registered with the SIP register server before it is deleted. The V500 automatically tries to re-register your SIP account when one-half of this time has passed. (The SIP register server might have a different expiration.)
Register Re-send timer	Enter the number of seconds the V500 waits before it tries again to register the SIP account, if the first try failed or if there is no response.
Session Expires Active	Select this to have the V500 use the setting you configure in the Session Expire field. If you do not select this, the V500 does not automatically disconnect calls.
Session Expires	Enter the number of seconds the conversation can last before the call is automatically disconnected. Usually, when one-half of this time has passed, the V500 or the other party updates this timer to prevent this from happening.
Min-SE	Enter the minimum number of seconds the V500 accepts for a session expiration time when it receives a request to start a SIP session. If the request has a shorter time, the V500 rejects it.
RTP Port Range	
Start Port End Port	Enter the listening port number(s) for RTP traffic, if your VoIP service provider gave you this information. Otherwise, keep the default values. To enter one port number, enter the port number in the Start Port and End Port fields. To enter a range of ports, <ul style="list-style-type: none"> • enter the port number at the beginning of the range in the Start Port field • enter the port number at the end of the range in the End Port field.
Voice Compression	Select the type of voice coder/decoder (codec) that you want the V500 to use. G.711 provides high voice quality but requires more bandwidth (64 kbps). <ul style="list-style-type: none"> • G.711A is typically used in Europe. • G.711u is typically used in North America and Japan. • G.722 provides excellent sound quality and operates at 48 ~ 64 kbps. • G.722.2 is similar to G.722 but allows for greater voiceband compression when the network is congested. • G.726 operates at 16, 24, 32 or 40 kbps. • By contrast, G.729 requires only 8 kbps. • G.723 refers to G.723.1, which uses 5.3 or 6.4 kbps. The V500 must use the same codec as the peer. When two SIP devices start a SIP session, they must agree on a codec.
Primary Compression Type	Select the V500's first choice for voice coder/decoder.
Secondary Compression Type	Select the V500's second choice for voice coder/decoder.
Third Compression Type	Select the V500's third choice for voice coder/decoder.

Table 107 VoIP > SIP > SIP Settings > Advanced Setup (continued)

LABEL	DESCRIPTION
DTMF Mode	<p>Control how the V500 handles the alphanumeric keypad tones. You should use the same mode your VoIP service provider uses.</p> <p>RFC 2833 - send the DTMF tones in RTP packets</p> <p>PCM - send the DTMF tones in the voice data stream. This method works best when you are using a codec that does not use compression (like G.711). Codecs that use compression (like G.729) can distort the tones.</p> <p>SIP INFO - send the DTMF tones in SIP messages.</p> <p>RFC 2833 like - send the information in SIP messages but with an RTP payload.</p>
STUN	
Enable	<p>Select this if all of the following conditions are satisfied.</p> <ul style="list-style-type: none"> • There is a NAT router between the V500 and the SIP server. • The NAT router is not a SIP ALG. • Your VoIP service provider gave you an IP address or domain name for a STUN server. <p>Otherwise, clear this field.</p>
Server Address	Enter the IP address or domain name of the STUN server provided by your VoIP service provider.
Server Port	Enter the STUN server's listening port, if your VoIP service provider gave you one. Otherwise, keep the default value.
Use NAT	
Enable	Select this if your service provider has a NAT router between your phone and the SIP server.
Server address	Enter the IP address or domain name of the NAT router.
Server Port	Enter the NAT router's listening port, if your network administrator gave you one. Otherwise, keep the default value.
Outbound Proxy	
Enable	Select this if your service provider has a SIP outbound server to handle voice calls. This allows the V500 to work with any type of NAT router and eliminates the need for STUN or a SIP ALG. Turn off any SIP ALG on a NAT router in front of the V500 to keep it from retranslating the IP address (since this is already handled by the outbound proxy server).
Server address	Enter the IP address or domain name of the SIP outbound proxy server.
Server Port	Enter the outbound proxy server's listening port, if your VoIP service provider gave you one. Otherwise, keep the default value.
NAT Keep Alive	
Active	Select this to stop NAT routers between the V500 and SIP server (a SIP proxy server or outbound proxy server) from dropping the SIP session. The V500 does this by sending SIP notify messages to the SIP server based on the specified interval.
Keep Alive Interval	Enter how often (in seconds) the V500 should send SIP notify messages to the SIP server.
MWI (Message Waiting Indication)	
Enable	Select this if you want to hear a waiting (beeping) dial tone on your phone when you have at least one voice message. Your VoIP service provider must support this feature.

Table 107 VoIP > SIP > SIP Settings > Advanced Setup (continued)

LABEL	DESCRIPTION
Expiration Time	Keep the default value, unless your VoIP service provider tells you to change it. Enter the number of seconds the SIP server should provide the message waiting service each time the V500 subscribes to the service. Before this time passes, the V500 automatically subscribes again.
Hot Line	Configure this option to have the V500 automatically dial the Hotline Number after the line is off the hook for the duration specified in the Delay Period option. This is especially useful for dialing emergency numbers.
Enable	Select this to enable the Hot Line feature.
Delay Period before Hotline Activated:	Enter the duration the phone can remain off the hook before automatically dialing the hotline number. You can set the delay from 1 to 15 seconds.
Hotline Number:	Enter the number to be dialed once the V500 has surpassed the delay period.
Call Forward	
Enable	Select this if you want the V500 to use the call forwarding rules you set up in the VoIP > Phone Book > Call Forward screen.
RingBack Active	
Enable	Select this to turn the RingBack function on. When someone calls you, and the line is busy, the caller is given the option to set an automatic RingBack. When you finish your call, the V500 automatically calls the person who called you, and then rings to alert you once the caller picks up.
MusicOnHold Active	
Enable	Check this box if you want people to hear a customized recording when you put them on hold. This function depends on your service provider.
PS (Presence Server)	
Server Address	Enter your presence server IP address.
Server Port	Enter your presence server port number.
Expiration Time	Enter the number of seconds to wait before expiring a user's presence setting on the network.
Apply	Click this to save your changes.
Back	Click this to return to the SIP Settings screen without saving your changes.

11.3 SIP QoS Screen

Use this screen to maintain ToS and VLAN settings for the V500. Click **VoIP > SIP > QoS**. The following screen displays.

Figure 133 VoIP > SIP > QoS

Each field is described in the following table.

Table 108 VoIP > SIP > QoS

LABEL	DESCRIPTION
TOS	
SIPTOS	Enter the priority for SIP voice transmissions. The V500 creates Type of Service priority tags with this priority to voice traffic that it transmits.
RTPTOS	Enter the priority for RTP voice transmissions. The V500 creates Type of Service priority tags with this priority to RTP traffic that it transmits.
VLAN Tagging	
Enable VLAN Tag	Select this if the V500 has to be a member of a VLAN to communicate with the SIP server. Ask your network administrator if you are unsure. Otherwise, clear this field.
Voice VLAN ID	Enter the VLAN ID provided by your network administrator. Your LAN and gateway must be configured to use VLAN tags.
Apply	Click this to save your changes.
Reset	Click this to set every field in this screen to its last-saved value.

11.4 Technical Reference

The following section contains additional technical information about the V500 features described in this chapter.

SIP Identities

A SIP account uses an identity (sometimes referred to as a SIP address). A complete SIP identity is called a SIP URI (Uniform Resource Identifier). A SIP account's URI identifies the SIP account in a way similar to the way an e-mail address identifies an e-mail account. The format of a SIP identity is SIP-Number@SIP-Service-Domain.

SIP Number

The SIP number is the part of the SIP URI that comes before the “@” symbol. A SIP number can use letters like in an e-mail address (johndoe@your-ITSP.com for example) or numbers like a telephone number (1122334455@VoIP-provider.com for example).

SIP Service Domain

The SIP service domain of the VoIP service provider (the company that lets you make phone calls over the Internet) is the domain name in a SIP URI. For example, if the SIP address is 1122334455@VoIP-provider.com, then “VoIP-provider.com” is the SIP service domain.

SIP Call Progression

The following figure displays the basic steps in the setup and tear down of a SIP call. **A** calls **B**.

Table 109 SIP Call Progression

A		B
1. INVITE		
		2. Ringing
		3. OK
4. ACK		
	5. Dialogue (voice traffic)	
6. BYE		
		7. OK

- 1 **A** sends a SIP INVITE request to **B**. This message is an invitation for **B** to participate in a SIP telephone call.
- 2 **B** sends a response indicating that the telephone is ringing.
- 3 **B** sends an OK response after the call is answered.
- 4 **A** then sends an ACK message to acknowledge that **B** has answered the call.
- 5 Now **A** and **B** exchange voice media (talk).
- 6 After talking, **A** hangs up and sends a BYE request.
- 7 **B** replies with an OK response confirming receipt of the BYE request and the call is terminated.

SIP Client Server

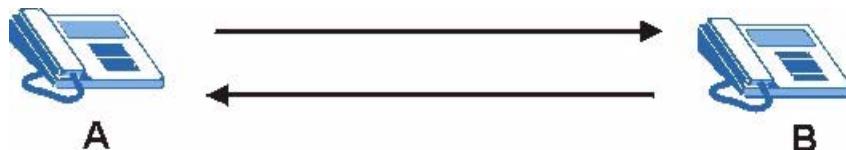
SIP is a client-server protocol. A SIP client is an application program or device that sends SIP requests. A SIP server responds to the SIP requests.

When you use SIP to make a VoIP call, it originates at a client and terminates at a server. A SIP client could be a computer or a SIP phone. One device can act as both a SIP client and a SIP server.

SIP User Agent

A SIP user agent can make and receive VoIP telephone calls. This means that SIP can be used for peer-to-peer communications even though it is a client-server protocol. In the following figure, either **A** or **B** can act as a SIP user agent client to initiate a call. **A** and **B** can also both act as a SIP user agent to receive the call.

Figure 134 SIP User Agent



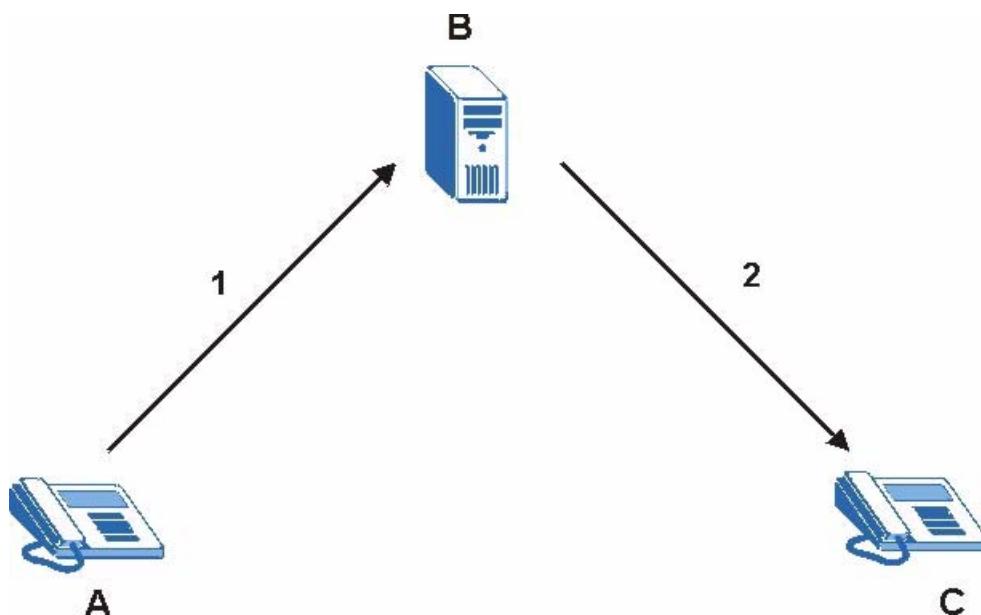
SIP Proxy Server

A SIP proxy server receives requests from clients and forwards them to another server.

In the following example, you want to use client device **A** to call someone who is using client device **C**.

- 1 The client device (**A** in the figure) sends a call invitation to the SIP proxy server (**B**).
- 2 The SIP proxy server forwards the call invitation to **C**.

Figure 135 SIP Proxy Server



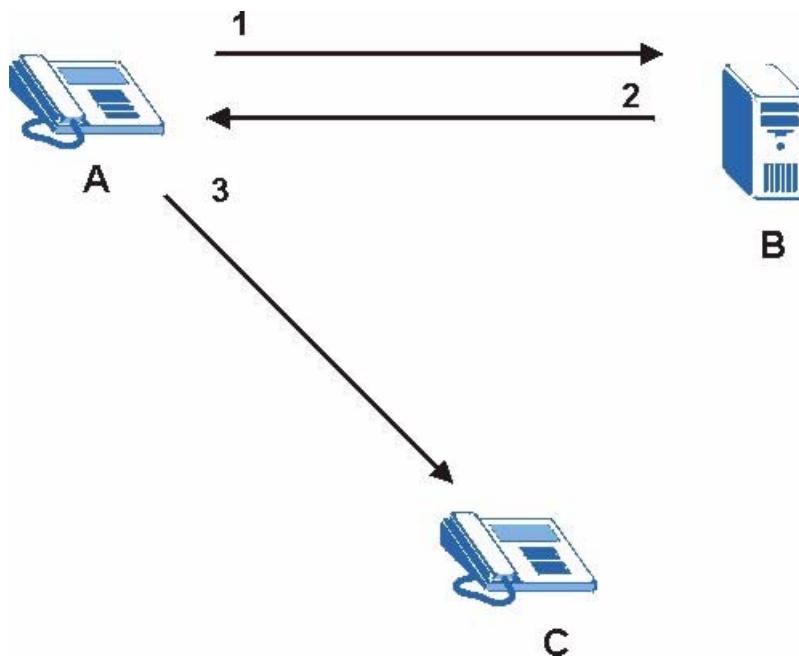
SIP Redirect Server

A SIP redirect server accepts SIP requests, translates the destination address to an IP address and sends the translated IP address back to the device that sent the request. Then the client device that originally sent the request can send requests to the IP address that it received back from the redirect server. Redirect servers do not initiate SIP requests.

In the following example, you want to use client device **A** to call someone who is using client device **C**.

- 1** Client device **A** sends a call invitation for **C** to the SIP redirect server (**B**).
- 2** The SIP redirect server sends the invitation back to **A** with **C**'s IP address (or domain name).
- 3** Client device **A** then sends the call invitation to client device **C**.

Figure 136 SIP Redirect Server



SIP Register Server

A SIP register server (also known as a registrar server) maintains a database of SIP identity-to-IP address (or domain name) mapping. The register server checks your user name and password when you register.

RTP

When you make a VoIP call using SIP, the RTP (Real time Transport Protocol) is used to handle voice data transfer. See RFC 1889 for details on RTP.

NAT and SIP

NAT (Network Address Translation - NAT, RFC 1631) is the translation of the IP address of a host in a packet, for example, the source address of an outgoing packet, used within one network to a different IP address known within another network.

The V500 must register its public IP address with a SIP register server. If there is a NAT router between the V500 and the SIP register server, the V500 probably has a private IP address. The V500 lists its IP address in the SIP message that it sends to the SIP register server. NAT does not translate this IP address in the SIP message. The SIP register server gets the V500's IP address from inside the SIP message and maps it to your SIP identity. If the V500 has a private IP address listed in the SIP message, the SIP server cannot map it to your SIP identity.

Use STUN or outbound proxy to allow the V500 to list its public IP address in the SIP messages.

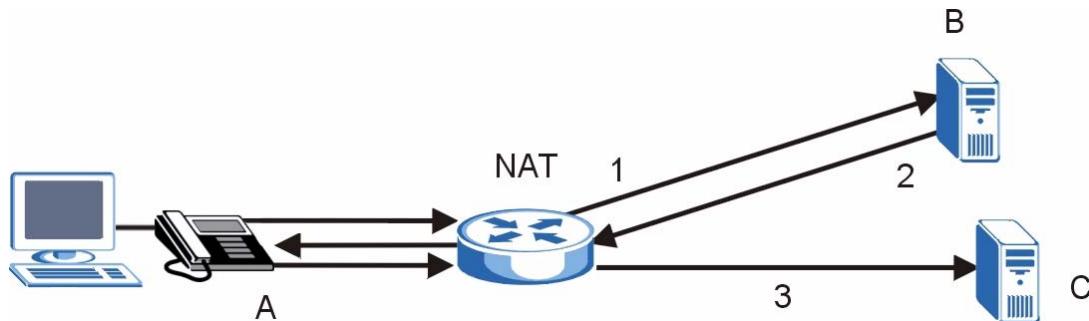
STUN

STUN (Simple Traversal of User Datagram Protocol (UDP) through Network Address Translators) allows the V500 to find the presence and types of NAT routers and/or firewalls between it and the public Internet. STUN also allows the V500 to find the public IP address that NAT assigned, so the V500 can embed it in the SIP data stream. STUN does not work with symmetric NAT routers or firewalls. See RFC 3489 for details on STUN.

The following figure shows how STUN works.

- 1 The V500 (**A**) sends SIP packets to the STUN server (**B**).
- 2 The STUN server (**B**) finds the public IP address and port number that the NAT router used on the V500's SIP packets and sends them to the V500.
- 3 The V500 uses the public IP address and port number in the SIP packets that it sends to the SIP server (**C**).

Figure 137 STUN



Outbound Proxy

Your VoIP service provider may host a SIP outbound proxy server to handle all of the V500's VoIP traffic. This allows the V500 to work with any type of NAT router and eliminates the need for STUN or a SIP ALG. Turn off a SIP ALG on a NAT router in front of the V500 to keep it from retranslating the IP address (since this is already handled by the outbound proxy server).

Voice Coding

A codec (coder/decoder) codes analog voice signals into digital signals and decodes the digital signals back into voice signals. The V500 supports the following codecs.

- **G.711** is a Pulse Code Modulation (PCM) waveform codec. PCM measures analog signal amplitudes at regular time intervals (sampling) and converts them into digital bits (quantization). Quantization “reads” the analog signal and then “writes” it to the nearest digital value. For this reason, a digital sample is usually slightly different from its analog original (this difference is known as “quantization noise”).
G.711 provides very good sound quality but requires 64kbps of bandwidth.
- **G.722** is an Adaptive Differential Pulse Code Modulation (ADPCM) waveform codec. Differential (or Delta) PCM is similar to PCM, but encodes the audio signal based on the difference between one sample and a prediction based on previous samples, rather than encoding the sample’s actual quantized value. Many thousands of samples are taken each second, and the differences between consecutive samples are usually quite small, so this saves space and reduces the bandwidth necessary.
However, DPCM produces a high quality signal (high signal-to-noise ratio or SNR) for high difference signals (where the actual signal is very different from what was predicted) but a poor quality signal (low SNR) for low difference signals (where the actual signal is very similar to what was predicted). This is because the level of quantization noise is the same at all signal levels. Adaptive DPCM solves this problem by adapting the difference signal’s level of quantization according to the audio signal’s difference level. A low difference signal is given a higher quantization level, increasing its signal-to-noise ratio. This provides a similar sound quality at all signal levels.
G.722 samples audio at 16 kHz; twice the traditional rate of 8 kHz. G.722 provides excellent quality audio and requires 48 to 64 kbps.
- **G.722.2** is similar to G.722, but with a lower compression rate that can vary according to the amount of available bandwidth. When there is plenty of bandwidth, the compression ratio decreases, and when there is network congestion the compression ratio increases. G.722.2 is also known as Adaptive Multi Rate - WideBand (AMR-WB).
- **G.723.1** is a Code Excited Linear Prediction (CELP) codec that compresses voice audio in 30 ms frames. G.723.1 operates at two bitrates: 6.3 kbps when sampling at 24 bytes or 5.3 kbps when sampling at 20 bytes per 30 ms frame.
- **G.726** is an ADPCM waveform codec that uses a lower bitrate than standard PCM conversion. G.726 operates at 16, 24, 32 or 40 kbps.
- **G.729** is an Analysis-by-Synthesis (AbS) hybrid waveform codec. It uses a filter based on information about how the human vocal tract produces sounds. The codec analyzes the incoming voice signal and attempts to synthesize it using its list of voice elements. It tests the synthesized signal against the original and, if it is acceptable, transmits details of the voice elements it used to make the synthesis. Because the codec at the receiving end has the same list, it can exactly recreate the synthesized audio signal.
G.729 provides good sound quality and reduces the required bandwidth to 8kbps.

PSTN Call Setup Signaling

PSTNs (Public Switched Telephone Networks) use DTMF or pulse dialing to set up telephone calls.

Dual-Tone Multi-Frequency (DTMF) signaling uses pairs of frequencies (one lower frequency and one higher frequency) to set up calls. It is also known as Touch Tone. Each of the keys on a DTMF telephone corresponds to a different pair of frequencies.

Pulse dialing sends a series of clicks to the local phone office in order to dial numbers.

MWI (Message Waiting Indication)

Enable Message Waiting Indication (MWI) enables your phone to give you a message-waiting (beeping) dial tone when you have one or more voice messages. Your VoIP service provider must have a messaging system that sends message-waiting-status SIP packets as defined in RFC 3842.

Quality of Service (QoS)

Quality of Service (QoS) refers to both a network's ability to deliver data with minimum delay and the networking methods used to provide bandwidth for real-time multimedia applications.

Type Of Service (ToS)

Network traffic can be classified by setting the ToS (Type Of Service) values at the data source (for example, at the V500) so a server can decide the best method of delivery, that is the least cost, fastest route and so on.

DiffServ

DiffServ is a class of service (CoS) model that marks packets so that they receive specific per-hop treatment at DiffServ-compliant network devices along the route based on the application types and traffic flow. Packets are marked with DiffServ Code Points (DSCPs) indicating the level of service desired. This allows the intermediary DiffServ-compliant network devices to handle the packets differently depending on the code points without the need to negotiate paths or remember state information for every flow. In addition, applications do not have to request a particular service or give advanced notice of where the traffic is going.

DSCP and Per-Hop Behavior

DiffServ defines a new DS (Differentiated Services) field to replace the Type of Service (TOS) field in the IP header. The DS field contains a 2-bit unused field and a 6-bit DSCP field which can define up to 64 service levels. The following figure illustrates the DS field.

Figure 138 DiffServ: Differentiated Service Field

DSCP (6-bit)	Unused (2-bit)
-----------------	-------------------

DSCP is backward compatible with the three precedence bits in the ToS octet so that non-DiffServ compliant, ToS-enabled network device will not conflict with the DSCP mapping.

The DSCP value determines the forwarding behavior, the PHB (Per-Hop Behavior), that each packet gets across the DiffServ network. Based on the marking rule, different kinds of traffic can be marked for different priorities of forwarding. Resources can then be allocated according to the DSCP values and the configured policies.

VLAN

Virtual Local Area Network (VLAN) allows a physical network to be partitioned into multiple logical networks. Only stations within the same group can communicate with each other.

Your V500 can add IEEE 802.1Q VLAN ID tags to voice frames that it sends to the network. This allows the V500 to communicate with a SIP server that is a member of the same VLAN group. Some ISPs use the VLAN tag to identify voice traffic and give it priority over other traffic.

Phone Setup

12.1 Overview

This chapter discusses the V500's **Phone** screens.

12.1.1 What You Can Do in This Chapter

- The **Phone Settings** screen allows you to configure basic phone settings like volume and ring tones ([Section 12.2 on page 194](#)).
- The **Phone Region** screen allows you to maintain settings that depend on which region of the world the V500 is in ([Section 12.3 on page 196](#)).
- The **Speed Dial Settings** screen allows you to map a phone number to an alphanumeric keypad key and then use that key to call the phone number ([Section 12.4 on page 196](#)).
- The **Programmable Feature Key Settings** screen allows you to program the custom keys on the V500 to control certain supplementary call services ([Section 12.5 on page 198](#)).

12.2 Phone Settings Screen

Use this screen to configure basic phone settings like volume and ring tones.

Click **VoIP > Phone > Phone Settings**. The following screen displays.

Figure 139 VoIP > Phone > Phone Settings

The screenshot shows the 'Phone Settings' configuration page. It includes the following sections:

- Volume Control:** Contains four dropdown menus for Speaker Volume (set to 6), Phone Volume (set to 6), Ring Volume (set to 6), and HeadSet Volume (set to 6).
- Ring Style:** Contains five dropdown menus for Default (set to 0), Family (set to 1), Business (set to 2), Friend (set to 3), and Other (set to 4).
- Voice Active Detection:** Contains a single checkbox for VAD Support, which is unchecked.
- Dialing Interval Select:** Contains a dropdown menu set to 3, followed by '(1-10) sec'.
- Call Waiting Setting:** Contains a checked checkbox for Call Waiting.
- Paging Pick up Setting:** Contains two radio buttons: 'Speaker Mode' (selected) and 'Headset Mode'.
- Logo Display:** Contains a text input field for 'Logo Display' and two buttons at the bottom: 'Apply' and 'Reset'.

Each field is described in the following table.

Table 110 VoIP > Phone > Phone Settings

LABEL	DESCRIPTION
Volume Control	
Speaker Volume	Select this to set the internal speakerphone volume. This controls both the internal speaker and the internal microphone. 0 is the quietest and 12 is the loudest.
Phone Volume	Select this to set the handset volume. This controls both the handset's speaker and its microphone. 0 is the quietest and 12 is the loudest.

Table 110 VoIP > Phone > Phone Settings

LABEL	DESCRIPTION
Ring Volume	Select this to set the volume of the V500's ringtone. This setting applies to all configured group rings. 0 is the quietest and 12 is the loudest.
Headset Volume	Select this to set the volume of an attached headset (or any device connected to the external speaker and/or microphone sockets). This controls both the handset's speaker (earpiece) and its microphone. 0 is the quietest and 12 is the loudest.
Ring Style	
Default	Select the ringtone the V500 uses when an incoming call is not from a member of any group.
Family / Business / Friend / Other	Select the ringtone the V500 uses when an incoming call is from a member of that group.
Voice Active Detection	
VAD Support	Select this if the V500 should stop transmitting when you are not speaking. This reduces the bandwidth the V500 uses.
Dialing Interval Select	
Dialing Interval Select ... (1-10 sec)	Enter the number of seconds the V500 should wait after you stop dialing numbers before it places the call.
Call Waiting Setting	
Call Waiting	Select this to enable the call waiting feature. Call waiting allows you to put a present call on hold and answer a new call.
Paging Pick Up Setting	
Speaker Mode	Select this if you want all pages to your phone to be automatically answered in speaker mode.
Handset Mode	Select this if you want all pages to your phone to be automatically answered in handset mode.
Logo Display	
Logo Display	Enter a word, such as a company name or slogan, to use as the logo that appears on the V500's LCD screen when it is at rest. You can type up to 15 alphanumeric characters.
Apply	Click this to save your changes and to apply them to the V500.
Reset	Click this to set every field in this screen to its last-saved value.

12.2.1 Voice Activity Detection/Silence Suppression

Voice Activity Detection (VAD) detects whether or not speech is present. This lets the V500 reduce the bandwidth that a call uses by not transmitting “silent packets” when you are not speaking.

12.2.2 Comfort Noise Generation

When using VAD, the V500 generates comfort noise when the other party is not speaking. The comfort noise lets you know that the line is still connected as total silence could easily be mistaken for a lost connection.

12.2.3 Echo Cancellation

G.168 is an ITU-T standard for eliminating the echo caused by the sound of your voice reverberating in the telephone receiver while you talk.

12.3 Phone Region Screen

Use this screen to maintain settings that depend on which region of the world the V500 is in. To access this screen, click **VoIP > Phone > Region**.

Figure 140 VoIP > Phone > Region



Each field is described in the following table.

Table 111 VoIP > Phone > Region

LABEL	DESCRIPTION
Region Setting	
Region Settings	Select the place in which the V500 is located.
Apply	Click this to save your changes.
Reset	Click this to set this screen to its last-saved value.

12.4 Speed Dial Settings Screen

Speed dial provides shortcuts for dialing frequently used phone numbers. You can map a phone number to an alphanumeric keypad key (**1** to **9**) and then use that keypad key to call the phone number (press and hold the key for one second or longer). Use this screen to add, edit, or remove speed-dial numbers for outgoing calls.

You also have to create speed-dial entries if you want to make peer-to-peer calls or call SIP numbers that use letters.

In peer-to-peer calls, you call another VoIP device directly without going through a SIP server. Enter the callee's IP address or domain name. The V500 sends SIP INVITE requests to the peer VoIP device when you use the speed dial entry.

You do not need to configure a SIP account in order to make a peer-to-peer VoIP call.

Click **VoIP > Phone > Speed Dial Settings**. The following screen displays.

Figure 141 Phone Book > Speed Dial

Each field is described in the following table.

Table 112 Phone Book > Speed Dial

LABEL	DESCRIPTION
Speed Dial Settings	
Speed Dial Key 1~9	Enter the phone number you want the V500 to call when you use this speed dial key.
Apply	Click this to save your settings.
Reset	Click this to set every field in this screen to its last-saved value.

12.5 Programmable Feature Key Settings Screen

You can program the custom keys on the V500 to automatically control certain supplementary call services, such as caller ID, call forwarding, call waiting, etc. These services are generally available from your VoIP service provider. The call functions available, and the codes you use to control them, may differ from one service provider to another. Contact your service provider for details on feature codes and how to use them.



To take full advantage of the supplementary phone services available, you may need to subscribe to them from your VoIP service provider.

Click **VoIP > Phone > Programmable Feature Key Settings**. The following screen displays.

Figure 142 VoIP > Phone > Programmable Feature Key Settings

Programmable Feature Key Settings	
Presence Key	Key1
Presence Key	Key2
Programmable Key	Key3
Programmable Key	Key4
Programmable Key	Key5
Programmable Key	Key6

Advance Feature Key Settings	
CONFERENCE	
TRANSFER	
HANG UP	
HOLD	
REDIAL	
SEND	

Apply **Reset**

The following table describes the labels in this screen..

Table 113 Phone Book > Programmable Feature Key Settings

LABEL	DESCRIPTION
Programmable Feature Key Settings	
Programmable Key 1 ~ 6	<p>Enter the feature code you want the V500 to use when you press this feature key.</p> <p>Note: The rules in this screen are in the same order as the custom keys on the V500. Programmable Key 1 refers to the top key, Programmable Key 2 refers to the second-from-top key, and so on.</p>

Table 113 Phone Book > Programmable Feature Key Settings

LABEL	DESCRIPTION
Presence Key 1 ~ 6	<p>Enter the presence "state" you want your phone to broadcast to other phones on the network when you press this feature key.</p> <p>States are:</p> <ul style="list-style-type: none"> • Green - indicates you are available or not busy • Red - indicates you are busy or not available. <p>Note: If you leave a presence key blank then no presence state is sent to the network.</p>
Advanced Feature Key Settings	
CONFERENCE ~ SEND	<p>Enter the feature key number that you want to assign to this feature.</p> <p>Note: This remaps the default CONFERENCE ~ SEND keys on your phone and assigns their functions to the keypad numbers you assign here.</p>
Apply	Click this to save your settings.
Reset	Click this to set every field in this screen to its last-saved value.

The Phone Book

13.1 Overview

This chapter discusses the **Phone Book** screens.

13.1.1 What You Can Do in This Chapter

- The **Call Forward** screen allows you to configure call forwarding for incoming calls ([Section 13.2 on page 202](#)).
- The **Contact List** screen allows you to see, add and edit details of your contacts ([Section 13.3 on page 204](#)).
- The **Group List** screen allows you to see and edit the calling groups to which your phonebook contacts belong ([Section 13.4 on page 206](#)).
- The **Block List** screen allows you to see and edit details of the phone numbers that are prevented from making incoming calls to the V500 ([Section 13.5 on page 207](#)).
- The **DND White List** screen allows you to see and edit details of people who can make incoming calls to the V500 even when you have Do Not Disturb turned on ([Section 13.6 on page 208](#)).

13.2 Call Forward Screen

Use this screen to configure call forwarding for incoming calls. When call forwarding is active, incoming calls are redirected to other phone numbers. You can set up rules for all incoming calls, or have the V500 forward calls from specific numbers only.

Click **VoIP > Phone Book > Call Forward**. The following screen displays.

Figure 143 VoIP > Phone Book > Call Forward

The screenshot shows the 'Call Forward' configuration page. At the top, there are tabs for 'Call Forward', 'Contact List', 'Group List', 'Block List', and 'DND White List'. The 'Call Forward' tab is selected. Below the tabs is a section titled 'Call Forward Setup' containing the following configuration options:

- Active
- Allow Anonymous Call
- Conditional Forward
 - Busy Forward to Number
 - No Answer Forward to Number
 - DND Forward
- Unconditional Forward to Number
 - Forward Number:
 - No Answer Time: (1-99)(sec)
 - Specific Active

Below this is a 'List Table' section with three links: 'Group List ([Details...](#))', 'Block List ([Details...](#))', and 'DND White List ([Details...](#))'. Underneath is a section titled 'Advanced Setup (Only for SIP2,SIP3,SIP4)' containing a table with 10 rows. The table has columns for '#', 'Activate' (checkbox), 'Incoming Call Number' (text input), 'Forward to Number' (text input), 'UnCondition' (checkbox), 'Noanswer' (checkbox), 'Busy' (checkbox), and 'DND' (checkbox). Rows 1 through 10 are listed, each with a different row color. At the bottom of the table are 'Apply' and 'Reset' buttons.

The following table describes the labels in this screen.

Table 114 VoIP > Phone Book > Call Forward

LABEL	DESCRIPTION
Call Forward Setup	The V500 checks these rules, in the order in which they appear, after it checks the rules in the Advanced Setup section.
Active	Select this to turn call forwarding on. This setting applies to all call forwarding on the V500.
Allow Anonymous Call	Select this to allow incoming calls that do not carry caller ID. If you do not select this, the phone does not ring when someone tries to call you with caller ID deactivated.

Table 114 VoIP > Phone Book > Call Forward (continued)

LABEL	DESCRIPTION
Conditional Forward	Select this to forward all incoming calls under certain circumstances (if the phone is in use, if you do not answer, or if you have the Do Not Disturb function turned on).
Busy Forward to Number	Select this if you want the V500 to forward incoming calls to the specified phone number if the phone is busy (it does not matter which line is being used). Specify the phone number in the field on the right. If you have call waiting, the incoming call is forwarded to the specified phone number if you reject or ignore the second incoming call.
No Answer Forward to Number	Select this to forward all incoming calls if you do not answer the phone within the time you set in the No Answer Time field.
DND Forward	Select this to forward all incoming calls if you have DND (Do Not Disturb) turned on.
Unconditional Forward to Number	Select this if you want the V500 to forward all incoming calls to the specified phone number, regardless of other rules in the Forward to Number section. Specify the phone number in the Forward Number field.
Forward Number	Enter the phone number to which you want to forward incoming calls.
No Answer Time	This field is used by the No Answer Forward to Number feature and also the specific forwarding rules, if No Answer is selected. Enter the number of seconds the V500 should wait for you to answer an incoming call before it considers the call is unanswered.
Specific Active	Select this to turn on the specific call forwarding rules you set up in the Advanced Setup section of this screen. If you have Conditional Forwarding or Unconditional Forwarding turned on as well as specific call forwarding, the V500 applies the specific call forwarding rules first. If the incoming number does not match a specific call forwarding rule, the V500 applies the conditional or unconditional forwarding rule.
List Table	
Group List	Select this to see the phonebook entries belonging to each group.
Block List	Select this to see the phone numbers that are prevented from calling the V500.
DND White List	Select this to see which contacts (phonebook entries) are allowed to call the V500 even when DND (Do Not Disturb) is turned on.
Advanced Setup	The V500 checks these rules before it checks the rules in the Call Forward Setup section.
#	This field is a sequential value, and it is not associated with a specific rule. The sequence is important, however. The V500 checks each rule in order, and it only follows the first one that applies.
Activate	Select this to have the V500 use the specific call forwarding rule. Deselect it to ignore the rule.
Incoming Call Number	Enter the incoming phone number to which you want this rule to apply.
Forward to Number	Enter the phone number to which you want to forward calls from this number
Uncondition	Select this to always forward incoming calls from this number.
NoAnswer	Select this to forward incoming calls from this number if you do not answer the phone within the time you set in the No Answer Time field.

Table 114 VoIP > Phone Book > Call Forward (continued)

LABEL	DESCRIPTION
Busy	Select this to forward incoming calls from this number if the V500 is in use. It does not matter which line is being used.
DND	Select this to forward incoming calls from this number if you have DND (Do Not Disturb) turned on.
Apply	Click this to save your settings.
Reset	Click this to set every field in this screen to its last-saved value.

13.3 Contact List Screen

Use this screen to see, add and edit details of your contacts. Click **VoIP > Phone Book > Contact List**. The following screen displays.

Figure 144 VoIP > Phone Book > Contact List

The following table describes the labels in this screen.

Table 115 VoIP > Phone Book > Contact List

LABEL	DESCRIPTION
Phone Book	
Item	This shows the index number of the list entry.
Number	Enter the contact's phone number.
Name	Enter the contact's name.
Group	Select the group to which you want the contact to belong. You can then assign a different ring for incoming calls from each group. Alternatively, leave Default selected if you do not wish to assign the contact to a group.
Assign Account	Select the SIP account you want to use when calling this contact. Alternatively, leave None selected to use any SIP account.
Block	Select this if you want to prevent this contact from calling you.
DND White	Select this if you want this contact to be able to call you even when DND (Do Not Disturb) is turned on.

Table 115 VoIP > Phone Book > Contact List (continued)

LABEL	DESCRIPTION
Modify	Click the Add button to include the new entry in the phonebook, or to save the changes you made to an existing entry.
Phone Book Table	
Page	Select a page from the list to go to that page of contacts.
Sort By	Select a sorting option. <ul style="list-style-type: none"> • Number - Sorts items in the list in numerical order, lowest to highest. • Name - Sorts items in the list in alphabetical order.
Item	This shows the index number of the contact's entry.
Number	This is the contact's phone number.
Name	This is the contact's name.
Group	This is the calling group to which the contact belongs.
Assign Account	This is the SIP account the V500 always uses to call this contact. This shows None if you can use any SIP account to call the contact.
Block	This is selected if this contact is prevented from calling you.
DND White	This is selected if this contact can call you even when DND (Do Not Disturb) is turned on.
Modify	Click the Edit icon to change this entry's details. Click the Delete icon to remove the entry from the phonebook. If you do this, the information cannot be recovered.
Apply	Click this to save your settings.
Clear All	Click this to remove all the entries from the phonebook. If you do this, the information cannot be recovered.

13.4 Group List Screen

Use this screen to see and edit the calling groups to which your phonebook contacts belong.



You can also edit this information in the **VoIP > Phone Book > Contact List** screen.

Click **VoIP > Phone Book > Group List**. The following screen displays.

Figure 145 VoIP > Phone Book > Group List

Item	Number	Name	Group	Assign Account	Block
1	978465		Others	None	<input type="checkbox"/>

The following table describes the labels in this screen.

Table 116 VoIP > Phone Book > Group List

LABEL	DESCRIPTION
Group List	
Group	Select the calling group you want to see. The list of group members displays in the Group List Table .
Group List Table	
Item	This is the index number of the group member's list entry.
Number	This is the contact's phone number.
Name	This is the contact's name.
Group	Select an entry from the list to move the contact to another group.
Assign Account	This shows the SIP account the V500 uses to call this contact, or None if you can use any account to call the contact.
Block	This is selected if the contact is prevented from calling you.
Apply	Click this to save your changes.
Reset	Click this to return to the fields in this screen to their last-saved values.

13.5 Block List Screen

Use this screen to see and edit details of the phone numbers that are prevented from making incoming calls to the V500. You can block up to 20 phone numbers.

Click **VoIP > Phone Book > Block List**. The following screen displays.

Figure 146 VoIP > Phone Book > Block List

The screenshot shows the 'Block List' screen with the following interface elements:

- Top Navigation:** Call Forward, Contact List, Group List, **Block List** (selected), DND White List.
- Block List Header:** Item, Number, Name, Add, Page 1, Add From Phone Book.
- Block List Table:** A table with 20 rows, each containing an index number (Item), a phone number (Number), and a name (Name). Each row has 'Edit' and 'Delete' icons in the Modify column.
- Bottom Buttons:** Apply, Clear All.

The following table describes the labels in this screen.

Table 117 VoIP > Phone Book > Block List

LABEL	DESCRIPTION
Block List	
Item	This is the index number of the block list entry.
Number	Enter the phone number you want to block.
Name	Enter a name for this entry, or leave this field blank.
Add	Click this to include the details you entered into the block list.
Page	If you want to add an entry to the block list from the phonebook, select the entry's phonebook page and click Add From Phone Book .
Add From Phone Book	Click this to select an entry from the phonebook page shown in the Page field. The list of contact numbers displays. Click on the number you want to block.
Block List Table	
Item	This is the index number of the block list entry.
Number	This is the block list entry's phone number. Incoming calls from this phone number are prevented from calling you.

Table 117 VoIP > Phone Book > Block List (continued)

LABEL	DESCRIPTION
Name	This is the name associated with the blocked phone number, if configured.
Modify	Click the Edit icon to change this entry's details. Click the Delete icon to remove the entry from the block list. If you do this for an entry not in the phonebook, the information cannot be recovered.
Apply	Click this to save your settings.
Clear All	Click this to remove all the entries from the block list. If you do this for entries not in the phonebook, the information cannot be recovered.

13.6 DND White List Screen

Use this screen to see and edit details of people who can make incoming calls to the V500 even when you have DND (Do Not Disturb) turned on.

Click **VoIP > Phone Book > DND White List**. The following screen displays.

Figure 147 VoIP > Phone Book > DND White List

The screenshot shows the 'DND White List' screen with the following interface elements:

- Header:** Call Forward, Contact List, Group List, Block List, **DND White List**.
- DND White List Table Header:** Item, Number, Name.
- Data Table:** A table with 20 rows, each containing an item number (1-20), a number field (empty), and a name field (empty). Each row has 'Edit' and 'Delete' icons in the Modify column.
- Buttons:** Add, Page 1, Add From Phone Book, Apply, Clear All.

The following table describes the labels in this screen.

Table 118 VoIP > Phone Book > DND White List

LABEL	DESCRIPTION
DND White List	
Item	This is the index number of the DND white list entry.
Number	Enter the phone number you want to add to the list.
Name	Enter a name for this entry, or leave this field blank.
Add	Click this to include the details you entered into the DND white list.
Page	If you want to add an entry to the DND white list from the phonebook, select the entry's phonebook page and click Add From Phone Book .
Add From Phone Book	Click this to select an entry from the phonebook page shown in the Page field. The list of contact numbers displays. Click on the number you want to add.
DND White List Table	
Item	This is the index number of the DND white list entry.
Number	This is the list entry's phone number. Incoming calls from this phone number can call you even when DND is turned on.
Name	This is the name associated with the entry's phone number, if configured.
Modify	Click the Edit icon to change this entry's details. Click the Delete icon to remove the entry from the DND white list. If you do this for an entry not in the phonebook, the information cannot be recovered.
Apply	Click this to save your settings.
Clear All	Click this to remove all the entries from the DND white list. If you do this for entries not in the phonebook, the information cannot be recovered.

PART IV

Maintenance and Troubleshooting

System (213)

Logs (219)

Tools (221)

Troubleshooting (227)

System

14.1 Overview

Use the System screens to change the V500's system and domain name settings, change the password or configure time settings.

14.1.1 What You Can Do in This Chapter

- The **General** screen allows you to change system settings and the web configurator password, or to set the administrator inactivity timer ([Section 14.2 on page 213](#)).
- The **Time Setting** screen allows you to change your V500's time and date ([Section 14.3 on page 216](#)).

14.2 The General Screen

Use this screen to change system settings and the web configurator password, or to set the administrator inactivity timer.



If you forget your password you will need to reset the device. See your Quick Start Guide for details.

Click **Maintenance > System > General**. The following screen displays.

Figure 148 Maintenance > System > General

The following table describes the labels in this screen.

Table 119 Maintenance > System > General

LABEL	DESCRIPTION
System Setup	
System Name	System Name is a unique name to identify the V500 in an Ethernet network. It is recommended you enter your computer's "Computer name" in this field. This name can be up to 30 alphanumeric characters long. Spaces are not allowed, but dashes "-" and underscores "_" are accepted.
Domain Name	Enter the domain name (if you know it) here. If you leave this field blank, the ISP may assign a domain name via DHCP. The domain name entered by you is given priority over the ISP-assigned domain name.
Administrator Inactivity Timer	Type how many minutes a management session can be left idle before the session times out. After it times out you have to log in with your password again. Very long idle timeouts may have security risks. The default is 0 minutes, which means a management session never times out, no matter how long it has been left idle.
Password Setup	
Admin Level	This section is for the administrator password.
Old Password	Type in your existing admin password ("1234" is the default password).

Table 119 Maintenance > System > General (continued)

LABEL	DESCRIPTION
New Password	Type your new admin password. Note: The new password must be between 4 and 8 numerals (0 ~ 9) long. Letters, spaces and other characters are not allowed. Note that as you type a password, the screen displays an asterisk (*) for each character you type.
Retype to Confirm	Retype your new admin password for confirmation.
User Level	This section is for the user password.
Old Password	Type in your existing user password ("1234" is the default password).
New Password	Type your new user password. Note: The new password must be between 4 and 8 numerals (0 ~ 9) long. Letters, spaces and other characters are not allowed. Note that as you type a password, the screen displays an asterisk (*) for each character you type.
Retype to Confirm	Retype your new user password for confirmation.
Apply	Click this to save your changes back to the device.
Reset	Click this to reload the previous configuration for this screen.

14.3 Time Setting Screen

To change your V500's time and date, click **Maintenance > System > Time Setting**. The screen appears as shown. Use this screen to configure the V500's time based on your local time zone.

Figure 149 Maintenance > Time Setting

The screenshot shows the 'Time Setting' tab selected in the top navigation bar. The main interface is divided into several sections:

- Current Time and Date:** Displays the current time as 11:39:3 and the current date as 2008-11-28.
- Time and Date Setup:**
 - Manual:** Set New Time (hh:mm:ss) to 11:38:52 and New Date (yyyy/mm/dd) to 2008/11/28.
 - Get from Time Server:** Set Time Server Address to asia.pool.ntp.org and Time Server Interval to 1440 (1~3600) min.
- Time Zone Setup:** Set the Time Zone to (GMT+08:00) Beijing, Hong Kong, Perth, Singapore, Taipei. It also includes fields for Daylight Savings, Start Date (First Sunday of January at 0 o'clock), and End Date (First Sunday of January at 0 o'clock).

At the bottom right are 'Apply' and 'Reset' buttons.

The following table describes the labels in this screen.

Table 120 Maintenance > Time Setting

LABEL	DESCRIPTION
Current Time and Date	
Current Time	This field displays the time of your V500. Each time you reload this page, the V500 synchronizes the time with the time server.
Current Date	This field displays the date of your V500. Each time you reload this page, the V500 synchronizes the date with the time server.
Time and Date Setup	

Table 120 Maintenance > Time Setting (continued)

LABEL	DESCRIPTION
Manual	Select this to enter the time and date manually. If you configure a new time and date, Time Zone and Daylight Saving at the same time, the new time and date you entered has priority and the Time Zone and Daylight Saving settings do not affect it. When you enter the time settings manually, the V500 uses the new setting once you click Apply . Note: If you enter time settings manually, they revert to their defaults when power is lost.
New Time (hh:mm:ss)	This field displays the last updated time from the time server or the last time configured manually. When you set Time and Date Setup to Manual , enter the new time in this field and then click Apply .
New Date (yyyy/mm/dd)	This field displays the last updated date from the time server or the last date configured manually. When you set Time and Date Setup to Manual , enter the new date in this field and then click Apply .
Get from Time Server	Select this to have the V500 get the time and date from the time server you specify below. The V500 requests time and date settings from the time server under the following circumstances. <ul style="list-style-type: none"> • When the V500 starts up. • When you click Apply in the Time Setting screen. • 24-hour intervals after starting up.
Time Server Address	Select User Defined Time Server Address and enter the IP address or URL (up to 20 characters in length) of your time server. Check with your ISP/network administrator if you are unsure of this information.
Time Server Interval	Enter the number of minutes between time checks (1~3600). This is how often the V500 pings the time server to retrieve the updated time.
Time Zone Setup	
Time Zone	Choose the time zone of your location. This will set the time difference between your time zone and Greenwich Mean Time (GMT).
Daylight Savings	Daylight saving is a period from late spring to early fall when many countries set their clocks ahead of normal local time by one hour to give more daytime light in the evening. Select this option if you use Daylight Saving Time.
Start Date	Configure the day and time when Daylight Saving Time starts if you selected Daylight Savings . The o'clock field uses the 24 hour format. Here are a couple of examples: Daylight Saving Time starts in most parts of the United States on the first Sunday of April. Each time zone in the United States starts using Daylight Saving Time at 2 A.M. local time. So in the United States you would select First, Sunday, April and type 2 in the o'clock field. Daylight Saving Time starts in the European Union on the last Sunday of March. All of the time zones in the European Union start using Daylight Saving Time at the same moment (1 A.M. GMT or UTC). So in the European Union you would select Last, Sunday, March . The time you type in the o'clock field depends on your time zone. In Germany for instance, you would type 2 because Germany's time zone is one hour ahead of GMT or UTC (GMT+1).

Table 120 Maintenance > Time Setting (continued)

LABEL	DESCRIPTION
End Date	Configure the day and time when Daylight Saving Time ends if you selected Daylight Savings . The o'clock field uses the 24 hour format. Here are a couple of examples: Daylight Saving Time ends in the United States on the last Sunday of October. Each time zone in the United States stops using Daylight Saving Time at 2 A.M. local time. So in the United States you would select Last, Sunday, October and type 2 in the o'clock field. Daylight Saving Time ends in the European Union on the last Sunday of October. All of the time zones in the European Union stop using Daylight Saving Time at the same moment (1 A.M. GMT or UTC). So in the European Union you would select Last, Sunday, October . The time you type in the o'clock field depends on your time zone. In Germany for instance, you would type 2 because Germany's time zone is one hour ahead of GMT or UTC (GMT+1).
Apply	Click this to save your changes.
Reset	Click this to begin configuring this screen afresh.

Logs

15.1 Overview

This chapter contains information on viewing your V500's logs.

15.2 Logs Screen

Click **Maintenance > Logs** to open the **Logs** screen.

You can view logs and alert messages in this screen. Once the log table is full, old logs are deleted as new logs are created.

Click a column heading to sort the entries. A triangle indicates the direction of the sort order.

Figure 150 Maintenance > Logs

Logs						
		Display:	All Logs	Refresh	Clear Log	
#	Time	Message			Source	Destination
1	Thu Sep 12 19:36:21 2002	Account [1111] use Line [1] Dial [1004]				CALL ACTION
2	Thu Sep 12 19:36:23 2002	Account [1111] use Line [1] -> [1004]				OUT HISTORY
3	Thu Sep 12 19:36:23 2002	Account [1111] use Line [1] End talk with [1004]				CALL ACTION
4	Thu Sep 12 19:37:00 2002	Account [1111] use Line [1] Dial [05691]				CALL ACTION
5	Thu Sep 12 19:37:03 2002	Account [1111] use Line [1] Talking with [05691]				CALL ACTION
6	Thu Sep 12 19:37:08 2002	Account [1111] use Line [1] -> [05691]				OUT HISTORY
7	Thu Sep 12 19:37:08 2002	Account [1111] use Line [1] End talk with [05691]				CALL ACTION
8	Thu Sep 12 19:37:29 2002	Account [1111] use Line [1] Dial [05691]				CALL ACTION
9	Thu Sep 12 19:37:32 2002	Account [1111] use Line [1] Talking with [05691]				CALL ACTION
10	Thu Sep 12 19:37:37 2002	Account [1111] use Line [1] -> [05691]				OUT HISTORY
11	Thu Sep 12 19:37:37 2002	Account [1111] use Line [1] End talk with [05691]				CALL ACTION

The following table describes the labels in this screen.

Table 121 Maintenance > Logs

LABEL	DESCRIPTION
Logs	
Display	Select a category of logs to view.
Refresh	Click Refresh to renew the log screen.
Clear Log	Click Clear Log to delete all the logs.
#	This is the log's index number.

Table 121 Maintenance > Logs (continued)

LABEL	DESCRIPTION
Time	This field displays the time the log was recorded.
Message	This field states the reason for the log.
Source	This field lists the source IP address and the port number of the incoming packet that caused the log, if applicable.
Destination	This field lists the destination IP address and the port number of the outgoing packet that caused the log, if applicable.
Note	This field displays additional information about the log entry.

Tools

16.1 Overview

This chapter shows you how to upload new firmware, upload or save backup configuration files, restart the V500 and manage ringtones.

16.1.1 What You Can Do in This Chapter

- The **Firmware Upload** screen allows you to upload new firmware to your V500 ([Section 16.2 on page 221](#)).
- The **Configuration** screen allows you to save your V500's configuration data, restore it from a saved file, and reset the device to its factory defaults ([Section 16.3 on page 223](#)).
- The **Restart** screen allows you to reboot the V500 without turning the power off ([Section 16.4 on page 225](#)).
- The **Ring Maintenance** screen allows you to upload files to the V500 and use them as ringtones ([Section 16.5 on page 225](#)).

16.2 Firmware Upload Screen

Find firmware at www.zyxel.com in a file that (usually) uses the system model name with a "*.bin" extension, e.g., "V500.bin". The upload process uses HTTP (Hypertext Transfer Protocol) and may take up to two minutes. After a successful upload, the system will reboot. See the Firmware and Configuration File Maintenance chapter for upgrading firmware using FTP/TFTP commands.

Click **Maintenance > Tools**. Follow the instructions in this screen to upload firmware to your V500.

Figure 151 Maintenance > Tools > Firmware Upload

The screenshot shows a web-based configuration interface for the Zyxel V500. At the top, there is a navigation bar with tabs: 'Firmware' (which is selected and highlighted in blue), 'Configuration', 'Restart', and 'Ring Maintenance'. Below the navigation bar, the main content area has a title 'Firmware Upgrade'. A descriptive text block explains that to upgrade the phone firmware, one must browse to the location of the binary (.BIN) upgrade file and click 'Upload'. It notes that upgrade files can be downloaded from the website and that if the upgrade file is compressed (.ZIP file), it must first be extracted. Below this text is a 'File Upload:' input field with a 'Browse...' button next to it, and a note '(Select A Local File)'. At the bottom of the form is a large 'Upload' button.

The following table describes the labels in this screen.

Table 122 Maintenance > Tools > Firmware Upload

LABEL	DESCRIPTION
Firmware Upgrade	
File Upload	Type in the location of the file you want to upload in this field or click Browse... to find it.
Browse...	Click Browse... to find the .bin file you want to upload. Remember that you must decompress compressed (.zip) files before you can upload them.
Upload	Click Upload to begin the upload process. This process may take up to two minutes.



Do not turn off the V500 while firmware upload is in progress!

After you see the **Firmware Upload In Process** screen, wait two minutes before logging into the V500 again.

Figure 152 Upload Warning



The V500 automatically restarts in this time causing a temporary network disconnect. In some operating systems, you may see the following icon on your desktop.

Figure 153 Network Temporarily Disconnected



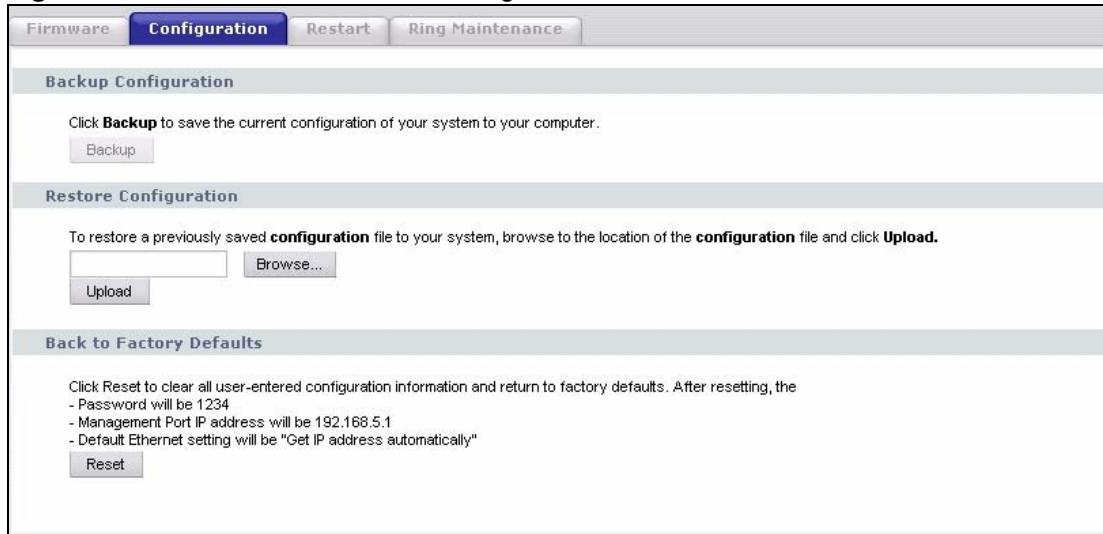
After two minutes, log in again and check your new firmware version in the **Status** screen.

If the upload was not successful, the following screen will appear. Click **Return** to go back to the **Firmware** screen.

Figure 154 Upload Error Message

16.3 Configuration Screen

Click **Maintenance > Tools > Configuration**. Information related to factory defaults, backup configuration, and restoring configuration appears as shown next.

Figure 155 Maintenance > Tools > Configuration

16.3.1 Backup Configuration

Backup configuration allows you to back up (save) the V500's current configuration to a file on your computer. Once your V500 is configured and functioning properly, it is highly recommended that you back up your configuration file before making configuration changes. The backup configuration file will be useful in case you need to return to your previous settings.

Click **Backup** to save the V500's current configuration to your computer.

16.3.2 Restore Configuration

Restore configuration allows you to upload a new or previously saved configuration file from your computer to your V500.

Table 123 Maintenance > Tools > Configuration > Restore

LABEL	DESCRIPTION
Restore Configuration	
File Path	Type in the location of the file you want to upload in this field or click Browse... to find it.
Browse...	Click Browse... to find the file you want to upload. Remember that you must decompress compressed (.ZIP) files before you can upload them.
Upload	Click Upload to begin the upload process.



Do not turn off the V500 while configuration file upload is in progress

After you see a “configuration upload successful” screen, you must then wait one minute before logging into the V500 again.

Figure 156 Configuration Upload Successful



The V500 automatically restarts in this time causing a temporary network disconnect. In some operating systems, you may see the following icon on your desktop.

Figure 157 Temporarily Disconnected



If you uploaded a configuration file that sets the V500 to get an IP address automatically, use the **System Info > IP Address > IP Address** LCD menu to find out its new address. See [Section 6.3.2 on page 79](#) for more information.

If the upload was not successful, the following screen will appear. Click **Return** to go back to the **Configuration** screen.

Figure 158 Configuration Restore Error

16.3.3 Back to Factory Defaults

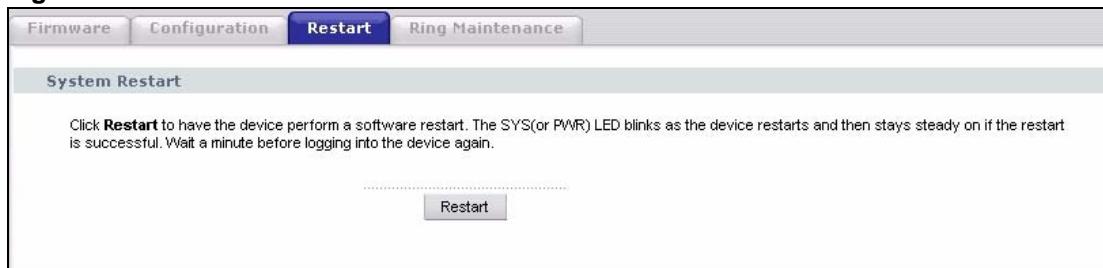
Pressing the **Reset** button in this section clears all user-entered configuration information and returns the V500 to its factory defaults.

You can also press the **RESET** button on the rear panel to reset the factory defaults of your V500. Refer to the chapter about introducing the web configurator for more information on the **RESET** button.

16.4 Restart Screen

System restart allows you to reboot the V500 without turning the power off.

Click **Maintenance > Tools > Restart**. Click **Restart** to have the V500 reboot. This does not affect the V500's configuration.

Figure 159 Maintenance > Tools > Restart

16.5 Ring Maintenance Screen

This screen allows you to upload files to the V500 and use them as ringtones. These files must be MIDI (Musical Instrument Digital Interface) files with a “.midi” extension. You can also download files from the V500 to your computer.



The V500 has ten MIDI file slots. If you upload a MIDI file to a file slot on the V500, the MIDI file already in the slot is deleted. There is no way to retrieve the deleted file, unless it is a default ringtone (in which case you need to reset the V500).



Each MIDI file can be up to 10K in size.

Click **Maintenance > Tools > Ring Maintenance**. The following screen displays.

Figure 160 Maintenance > Tools > Ring Maintenance

The screenshot shows a web-based interface for ring maintenance. At the top, there are tabs: Firmware, Configuration, Restart, and Ring Maintenance (which is highlighted). Below the tabs, the main area is titled "Ring Maintenance". It contains the following elements:

- A section for selecting MIDI files: "Click **Select** midi files." and "Ring Midi File Select: 1" with a dropdown menu.
- A section for uploading files: "Browse to the location of the binary (.midi) upgrade file and click **Upload**. Ring midi files can be downloaded to website." with a "Browse..." button and a "Select A Local File" link, and an "Upload" button.
- A section for deleting files: "Click **Delete** selected Ring midi files can be deleted from website." with a "Delete" button.
- A section for downloading files: "Click **Download** Ring midi files can be downloaded from website." with a "Download" button.

The following table describes the labels in this screen.

Table 124 Maintenance > Tools > Ring Maintenance

LABEL	DESCRIPTION
Ring Maintenance	
Ring Midi File Select	Select the file you want to manage. The V500 has ten MIDI file slots. Listen to the current file in each slot by using the Menu Setting > Ring Setting LCD screen.
Browse	Use this to select the file you want to upload to the V500.
Upload	Click this once you have selected a file you want to upload.
Delete	Click this to delete the file in the slot you selected in the Ring Midi File Select list.
Ring Download	
Download	Click this to download the MIDI file you selected in the Ring Midi File Select list to your computer. The file is saved in .rar format.

Troubleshooting

17.1 Overview

This chapter offers some suggestions to solve problems you might encounter. The potential problems are divided into the following categories.

- Power, Hardware Connections, and LEDs
- V500 Access and Login
- Internet Access
- Phone Calls and VoIP

17.2 Power, Hardware Connections, and LEDs



The V500 does not turn on. None of the LEDs turn on.

- 1 Make sure you are using the power adaptor or cord included with the V500.
- 2 Make sure the power adaptor or cord is connected to the V500 and plugged in to an appropriate power source. Make sure the power source is turned on.
- 3 Disconnect and re-connect the power adaptor or cord to the V500.
- 4 If the problem continues, contact the vendor.



One of the keys or LEDs does not behave as expected.

- 1 Make sure you understand the normal behavior of the key or LED. See [Section 2.2 on page 35](#).
- 2 Check the hardware connections. See the Quick Start Guide and [Section 2.2 on page 35](#).
- 3 Inspect your cables for damage. Contact the vendor to replace any damaged cables.
- 4 Disconnect and re-connect the power adaptor to the V500.
- 5 If the problem continues, contact the vendor.



The LCD screen is too faint / too bright / unclear.

Press the **Menu** key. Go to the **Advanced Setting > Display Adjusting** menu.

- If the screen is unclear, select **Font Gray Level** to adjust its contrast.
- If the screen is too faint or too bright, select **Display Brightness**.

17.3 V500 Access and Login



I forgot the IP address for the V500.

- 1 The V500 is set to get an IP address automatically by default. Check the IP address in the **System Info > IP Address > IP Address** LCD menu.
- 2 Set a static IP address for the V500 in the **Advanced Setting > Network Setting > Static IP** menus (see [Section 7.3.2 on page 109](#)).
- 3 Alternatively, use the management IP address (192.168.5.1 is the default) to log in to the V500 (see [Section 10.3 on page 176](#)).



I forgot the password.

- 1 The default password is **1234**.
- 2 If this does not work, you have to reset the device to its factory defaults. See [Section 2.2.2 on page 40](#).



I cannot see or access the **Login** screen in the web configurator.

- 1 Make sure you are using the correct IP address.
 - The V500 is set to get an IP address automatically by default. Check the IP address it is using in the **System Info > IP Address > IP Address** LCD menu.
 - If you changed the IP address ([Section on page 173](#)), use the new IP address.
 - If you changed the IP address and have forgotten it, see the troubleshooting suggestions for [I forgot the IP address for the V500](#).
- 2 Check the hardware connections, and make sure the LEDs are behaving as expected. See the Quick Start Guide and [Section 2.2 on page 35](#).
- 3 Make sure your Internet browser does not block pop-up windows and has JavaScripts and Java enabled. See [Appendix C on page 265](#).

- 4** Make sure your computer is in the same subnet as the V500. (If you know that there are routers between your computer and the V500, skip this step.)
 - If there is no DHCP server on your network, make sure your computer's IP address is in the same subnet as the V500. See [Appendix B on page 241](#).
- 5** If the problem continues, contact the network administrator or vendor, or try one of the advanced suggestions.

Advanced Suggestions

- Try to access the V500 using another service, such as Telnet.



I can see the **Login** screen, but I cannot log in to the V500.

- 1** Make sure you have entered the user name and password correctly. The default password is **1234**. This field is case-sensitive, so make sure [Caps Lock] is not on.
- 2** You cannot log in to the web configurator while someone is using the Telnet to access the V500. Log out of the V500 in the other session, or ask the person who is logged in to log out.
- 3** Disconnect and re-connect the power adaptor or cord to the V500.
- 4** If this does not work, you have to reset the device to its factory defaults. See [Section 2.2.2 on page 40](#).



I cannot Telnet to the V500.

See the troubleshooting suggestions for [I cannot see or access the Login screen in the web configurator](#). Ignore the suggestions about your browser.



I cannot use FTP to upload / download the configuration file. / I cannot use FTP to upload new firmware.

See the troubleshooting suggestions for [I cannot see or access the Login screen in the web configurator](#). Ignore the suggestions about your browser.

17.4 Internet Access



I cannot access the Internet through the V500.

- 1 Check the hardware connections, and make sure the LEDs and the LCD screen are behaving as expected. See the Quick Start Guide and [Section 2.2 on page 35](#).
- 2 Disconnect all the cables from your device, and follow the directions in the Quick Start Guide again.
- 3 If the problem continues, contact your ISP.



I cannot access the Internet anymore. I had access to the Internet (with the V500), but my Internet connection is not available anymore.

- 1 Check the hardware connections, and make sure the LEDs and the LCD screen are behaving as expected. See the Quick Start Guide and [Section 2.2 on page 35](#).
- 2 Restart the V500.
- 3 If the problem continues, contact your ISP.



The Internet connection is slow or intermittent.

- 1 There might be a lot of traffic on the network. Look at the LEDs, and check [Section 2.2 on page 35](#). If the V500 is sending or receiving a lot of information, try closing some programs that use the Internet, especially peer-to-peer applications.
- 2 Check the signal strength. If the signal strength is low, try moving the V500 closer to the AP if possible, and look around to see if there are any devices that might be interfering with the wireless network (for example, microwaves, other wireless networks, and so on).
- 3 Reboot the V500.
- 4 If the problem continues, contact the network administrator or vendor, or try one of the advanced suggestions.

17.5 Phone Calls and VoIP



I cannot make VoIP calls.

Ensure that your V500 is set up as shown in your Quick Start Guide and [Section 2.2 on page 35](#).

Look at the LCD screen. The tabs at the right hand side show details of the V500's SIP accounts. If a SIP account is registered, its name appears here. If a SIP account is not registered, **No Reg** displays.

If no SIP account is registered, do the following.

- 1 The V500's SIP settings may be misconfigured. Check your SIP settings and re-enter them if necessary (see [Section 7.4 on page 116](#) for details).
- 2 If **No Reg** still displays, check your network settings (see [Section 6.3 on page 78](#)). If they are not correct, change them using information supplied by your ISP or network administrator (see [Section 7.3 on page 104](#)). If this does not help, contact your ISP or network administrator.

If a SIP account is registered, choose it (press the key next to its tab). Try to make the call. If you still cannot call out, do the following.

- 1 Check your DNS (Domain Name Service) settings (see [Section 6.3.2 on page 79](#)).
 - If you use a static IP address, see [Section 7.3.2 on page 109](#) for how to change DNS settings.
 - If you use a dynamic IP address (DHCP) your DNS settings are controlled by the DHCP server. The DHCP server may belong to your service provider, or it may be on your network. If your V500 does not get DNS server information automatically, check the settings on any hardware to which the V500 is connected, or contact your ISP or network administrator.
 - If you use PPPoE, your DNS settings are controlled by your Internet Service Provider. If your V500 does not get DNS server information automatically, contact your ISP.
- 2 Check your DNS SRV settings for the SIP account you want to use (see [Section 7.4.13 on page 134](#)). If DNS SRV is turned off, turn it on.
- 3 Make sure that your V500 uses the voice codecs recommended by your VoIP service provider (see [Section 7.4.11 on page 132](#)).



I can make some VoIP calls, but not others.

The V500's DNS (Domain Name Service) settings may be misconfigured. See the suggestions about DNS in the troubleshooting section for "[I cannot make VoIP calls](#)".

If this does not help, the phone of the person you are calling may be malfunctioning or misconfigured.



- I can make phonecalls, but I cannot receive them.
or
I can receive some phonecalls, but not others.

Check your V500's call forwarding settings (see [Section 6.6.1 on page 85](#)). If they are misconfigured, certain calls may be mistakenly forwarded.



- All my VoIP calls are of poor audio quality.

- If your ISP or network administrator gave you SIP TOS or RTP TOS values to use, enter them in the web configurator's **VoIP > SIP > QoS** screen (see [Section 11.3 on page 185](#)).
- If your V500 is connected to a router with configurable bandwidth management settings, check these settings. Consult the router's documentation for more information.
- Make sure that your V500 uses the voice codecs recommended by your VoIP service provider (see [Section 7.4.11 on page 132](#)).



- I cannot use some calling features.

Many of the features your V500 supports depend on your VoIP service provider. You may have to subscribe to certain services. Contact your VoIP service provider for more information.



- The incoming or outgoing audio is too quiet or too loud.
or
I cannot hear the V500's ring when a call is incoming.

Use the **VOLUME** keys to increase or decrease the volume.

- When no audio device (the handset, speakerphone or an external headset) is active, the **VOLUME** keys control the ringing volume.
- When an audio device is active, the **VOLUME** keys control the input and output of that device.

PART V

Appendices and

Index

- Product Specifications (235)
- Setting Up Your Computer's IP Address (241)
- Pop-up Windows, JavaScripts and Java Permissions (265)
- IP Addresses and Subnetting (271)
- Legal Information (279)
- Customer Support (283)
- Index (289)

Product Specifications

The following tables summarize the V500's hardware and firmware features.

Table 125 Hardware Specifications

Dimensions (W x D x H)	232.5mm x 218.2mm x 94.8mm
Weight	932g
Power Specification	12V DC, 1.5A
Power over Ethernet (PoE) - V501 Only	IEEE 802.3af compliant.
Ethernet Ports	Auto-negotiating: 10 Mbps or 100 Mbps in either half-duplex or full-duplex mode. Use crossover Ethernet cables.
Handset Port	RJ-11 telephone connector.
(Headset) Microphone Port	3.5mm
(Headset) Headphone Port	3.5mm
Operation Temperature	0 ~ 40 C
Storage Temperature	-30 ~ 60 C
Operation Humidity	20 ~ 95% RH
Storage Humidity	20 ~ 95% RH
Distance between the centers of the holes (for wall mounting) on the device's back.	165mm
Recommended type of screws for wall-mounting	M4 Tap Screw, see Figure 162 on page 240 .
Speakerphone	Internal speaker and microphone.
Phone Functions	Call forwarding Call transferring Conference calling Last number redial Voicemail Call muting Do Not Disturb Phonebook

Table 126 Firmware Specifications

FEATURE	DESCRIPTION
Default DHCP status	Client
Default management IP address	192.168.5.1
Default Password	1234
Device Management	Use the V500's LCD screen menus or the web configurator to easily configure the rich range of features.
Firmware Upgrade	Download new firmware (when available) from the ZyXEL web site and use the web configurator, an FTP or a TFTP tool to put it on the V500. Note: Only upload firmware for your specific model!
Configuration Backup & Restoration	Make a copy of the V500's configuration. You can put it back on the V500 later if you decide to revert back to an earlier configuration.
Network Address Translation (NAT)	Each computer on your network must have its own unique IP address. Use NAT to convert your public IP address(es) to multiple private IP addresses for the computers on your network.
Time and Date	Get the current time and date from an external server when you turn on your V500. You can also set the time manually. These dates and times are then used in logs.
Logging and Tracing	Use packet tracing and logs for troubleshooting. You can send logs from the V500 to an external syslog server.
PPPoE	PPPoE mimics a dial-up Internet access connection.
Remote Management	This allows you to decide whether a service (HTTP or FTP traffic for example) from a computer on a network (LAN or WAN for example) can access the V500.
Embedded FTP and TFTP Servers	The embedded FTP and TFTP servers enable fast firmware upgrades as well as configuration file backups and restoration.
Auto-provisioning support	When auto-provisioning is used, the V500 downloads its settings automatically from the auto-provisioning server, meaning you do not have to input them manually.
Dynamic Jitter Buffer	The built-in adaptive buffer helps to smooth out the variations in delay (jitter) for voice traffic. This helps ensure good voice quality for your conversations.
Voice Activity Detection/Silence Suppression	Voice Activity Detection (VAD) reduces the bandwidth that a call uses by not transmitting when you are not speaking.
Comfort Noise Generation	Your device generates background noise to fill moments of silence when the other device in a call stops transmitting because the other party is not speaking (as total silence could easily be mistaken for a lost connection).
Echo Cancellation	Your device supports G.168, an ITU-T standard for eliminating the echo caused by the sound of your voice reverberating in the telephone receiver while you talk.
QoS (Quality of Service)	Quality of Service (QoS) mechanisms help to provide better service on a per-flow basis. Your device supports Type of Service (ToS) tagging. This allows the device to tag voice frames so they can be prioritized over the network.
Voice Codecs	G.711a/u, G.722, G.722.2, G.723.1, G.726 (16/24/32/40), G.729a/b

Table 126 Firmware Specifications

FEATURE	DESCRIPTION
DTMF	In-band and out-of band PCM, RFC2833, SIP Info
Ring File Management	Upload and download MIDI (.mid) ringtone files to and from the V500.

The following list, which is not exhaustive, illustrates the standards supported in the V500.

Table 127 Standards Supported

STANDARD	DESCRIPTION
RFC 1058	RIP-1 (Routing Information Protocol)
RFC 1112	IGMP v1
RFC 1305	Network Time Protocol (NTP version 3)
RFC 1321	The MD5 Message-Digest Algorithm
RFC 1483	Multiprotocol Encapsulation over ATM Adaptation Layer 5
RFC 1631	IP Network Address Translator (NAT)
RFC 1661	The Point-to-Point Protocol (PPP)
RFC 1723	RIP-2 (Routing Information Protocol)
RFC 1890	RTP Profile for Audio and Video Conferences with Minimal Control
RFC 2236	Internet Group Management Protocol, Version 2.
RFC 2327	SDP: Session Description Protocol.
RFC 2408	Internet Security Association and Key Management Protocol (ISAKMP)
RFC 2516	A Method for Transmitting PPP Over Ethernet (PPPoE)
RFC 2617	HTTP Authentication: Basic and Digest Access Authentication
RFC 2766	Network Address Translation - Protocol
RFC 2782	A DNS RR for specifying the location of services (DNS SRV)
RFC 2833	RTP Payload for DTMF Digits, Telephony Tones and Telephony Signals
RFC 2976	The SIP INFO Method
RFC 3261	SIP: Session Initiation Protocol. (Updated by RFC3265, RFC3853)
RFC 3262	Reliability of Provisional Responses in Session Initiation
RFC 3263	Session Initiation Protocol (SIP): Locating SIP Servers.
RFC 3264	An Offer/Answer Model with Session Description Protocol (SDP)
RFC 3389	Real-time Transport Protocol (RTP) Payload for Comfort Noise (CN)
RFC 3515	The Session Initiation Protocol (SIP) Refer Method.
RFC 3550	RTP: A Transport Protocol for Real-Time Applications.
RFC 3581	An Extension to the Session Initiation Protocol (SIP) for Symmetric Response Routing.
RFC 3608	Session Initiation Protocol (SIP) Extension Header Field for Service Route Discovery During Registration
RFC 3665	Session Initiation Protocol (SIP) Basic Call Flow Examples
RFC 3711	The Secure Real-time Transport Protocol (SRTP)
RFC 3842	A Message Summary and Message Waiting Indication Event Package for the Session Initiation Protocol (SIP)

Table 127 Standards Supported (continued)

STANDARD	DESCRIPTION
RFC 3891	The Session Initiation Protocol (SIP) "Replaces" Header
RFC 3892	The Session Initiation Protocol (SIP) Referred-By Mechanism. R.
RFC 4028	Session Timers in the Session Initiation Protocol (SIP)
ITU Q.23	Dual-Tone Multi-Frequency signaling (DTMF)

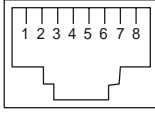
Power over Ethernet (PoE) Specifications (V501-T1 Only)

You can use a power over Ethernet injector to power the V501-T1. The injector must comply to IEEE 802.3af.

Table 128 Power over Ethernet Injector Specifications

Power Output	15.4 Watts maximum
Power Current	400 mA maximum

Table 129 Power over Ethernet Injector RJ-45 Port Pin Assignments

	PIN NO	RJ-45 SIGNAL ASSIGNMENT
	1	Output Transmit Data +
	2	Output Transmit Data -
	3	Receive Data +
	4	Power +
	5	Power +
	6	Receive Data -
	7	Power -
	8	Power -

Wall-mounting Instructions

Complete the following steps to hang your V500 on a wall.



See [Table 125 on page 235](#) for the size of screws to use and how far apart to place them.

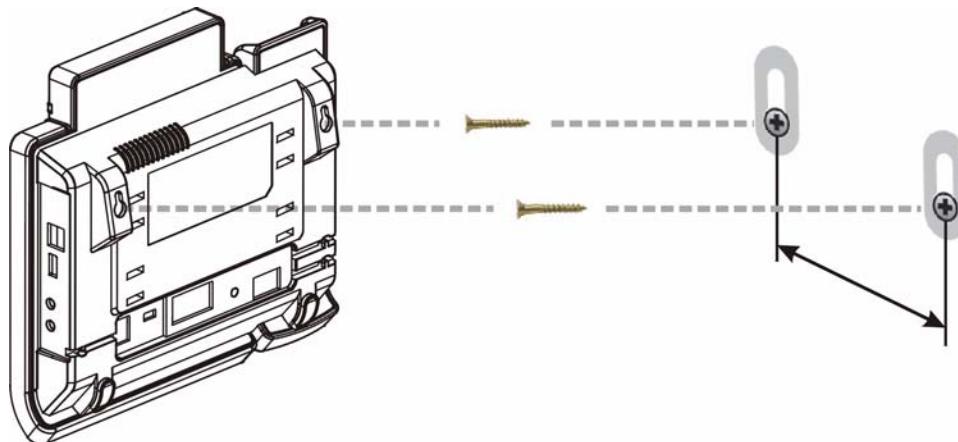
- 1 Select a position free of obstructions on a sturdy wall.
- 2 Drill two holes for the screws.



Be careful to avoid damaging pipes or cables located inside the wall when drilling holes for the screws.

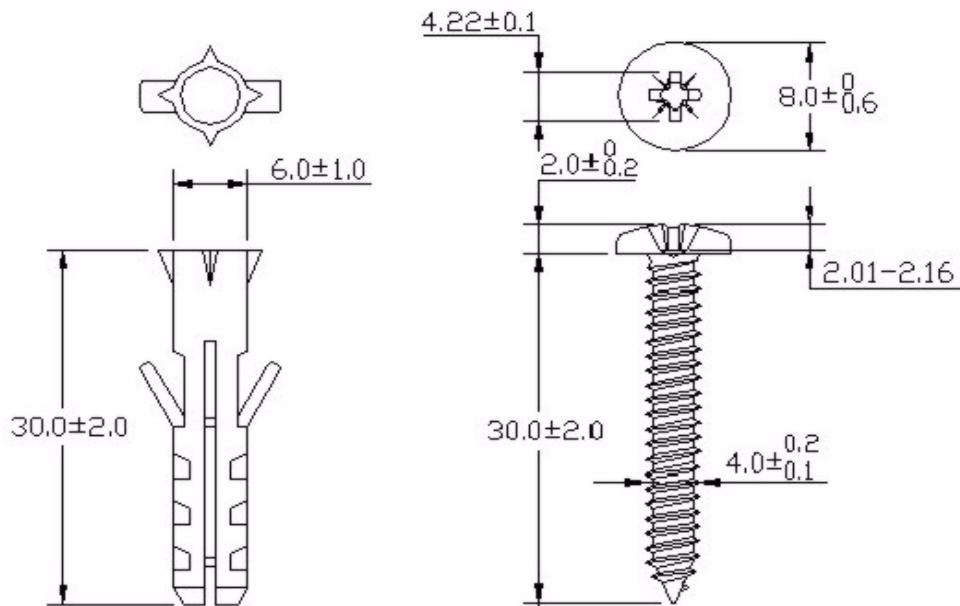
- 3** Do not insert the screws all the way into the wall. Leave a small gap of about 0.5 cm between the heads of the screws and the wall.
- 4** Make sure the screws are snugly fastened to the wall. They need to hold the weight of the V500 with the connection cables.
- 5** Align the holes on the back of the V500 with the screws on the wall. Hang the V500 on the screws.

Figure 161 Wall-mounting Example



The following are dimensions of an M4 tap screw and masonry plug used for wall mounting. All measurements are in millimeters (mm).

Figure 162 Masonry Plug and M4 Tap Screw



Setting Up Your Computer's IP Address



Your specific ZyXEL device may not support all of the operating systems described in this appendix. See the product specifications for more information about which operating systems are supported.

This appendix shows you how to configure the IP settings on your computer in order for it to be able to communicate with the other devices on your network. Windows Vista/XP/2000, Mac OS 9/OS X, and all versions of UNIX/LINUX include the software components you need to use TCP/IP on your computer.

If you manually assign IP information instead of using a dynamic IP, make sure that your network's computers have IP addresses that place them in the same subnet.

In this appendix, you can set up an IP address for:

- [Windows XP/NT/2000 on page 242](#)
- [Windows Vista on page 245](#)
- [Mac OS X: 10.3 and 10.4 on page 249](#)
- [Mac OS X: 10.5 on page 252](#)
- [Linux: Ubuntu 8 \(GNOME\) on page 255](#)
- [Linux: openSUSE 10.3 \(KDE\) on page 259](#)

Windows XP/NT/2000

The following example uses the default Windows XP display theme but can also apply to Windows 2000 and Windows NT.

- 1 Click Start > Control Panel.

Figure 163 Windows XP: Start Menu

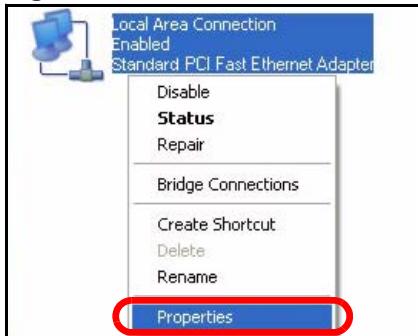


- 2 In the Control Panel, click the Network Connections icon.

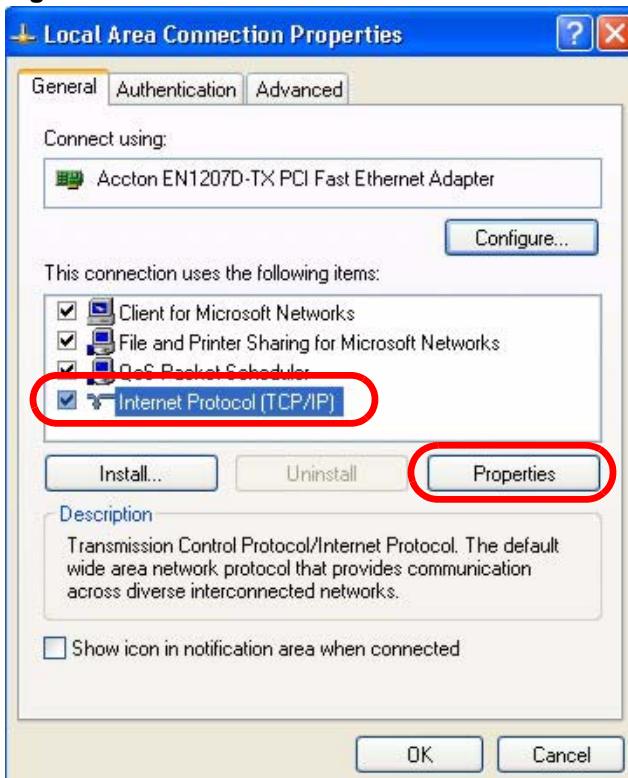
Figure 164 Windows XP: Control Panel



- 3 Right-click Local Area Connection and then select Properties.

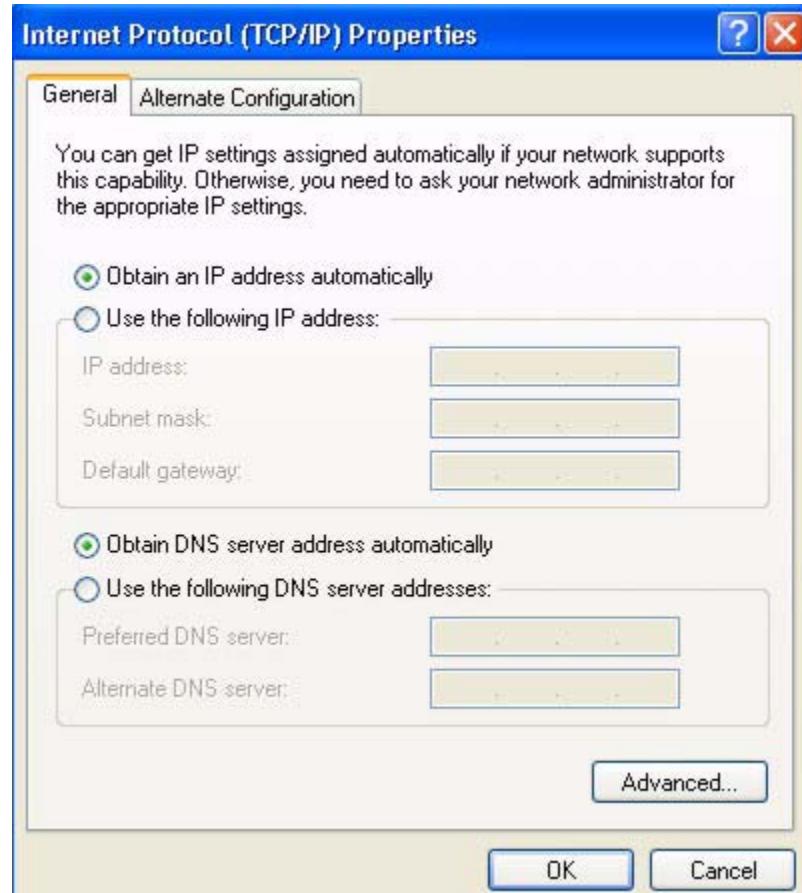
Figure 165 Windows XP: Control Panel > Network Connections > Properties

4 On the **General** tab, select **Internet Protocol (TCP/IP)** and then click **Properties**.

Figure 166 Windows XP: Local Area Connection Properties

- 5 The **Internet Protocol (TCP/IP) Properties** window opens.

Figure 167 Windows XP: Internet Protocol (TCP/IP) Properties



- 6 Select **Obtain an IP address automatically** if your network administrator or ISP assigns your IP address dynamically.
Select **Use the following IP Address** and fill in the **IP address**, **Subnet mask**, and **Default gateway** fields if you have a static IP address that was assigned to you by your network administrator or ISP. You may also have to enter a **Preferred DNS server** and an **Alternate DNS server**, if that information was provided.
- 7 Click **OK** to close the **Internet Protocol (TCP/IP) Properties** window.
- 8 Click **OK** to close the **Local Area Connection Properties** window.

Verifying Settings

- 1 Click **Start > All Programs > Accessories > Command Prompt**.
- 2 In the **Command Prompt** window, type "ipconfig" and then press [ENTER].
You can also go to **Start > Control Panel > Network Connections**, right-click a network connection, click **Status** and then click the **Support** tab to view your IP address and connection information.

Windows Vista

This section shows screens from Windows Vista Professional.

- 1 Click Start > Control Panel.

Figure 168 Windows Vista: Start Menu



- 2 In the Control Panel, click the Network and Internet icon.

Figure 169 Windows Vista: Control Panel



- 3 Click the Network and Sharing Center icon.

Figure 170 Windows Vista: Network And Internet



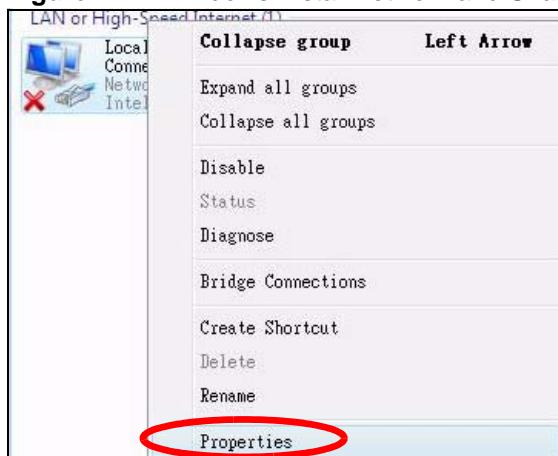
4 Click Manage network connections.

Figure 171 Windows Vista: Network and Sharing Center



5 Right-click Local Area Connection and then select Properties.

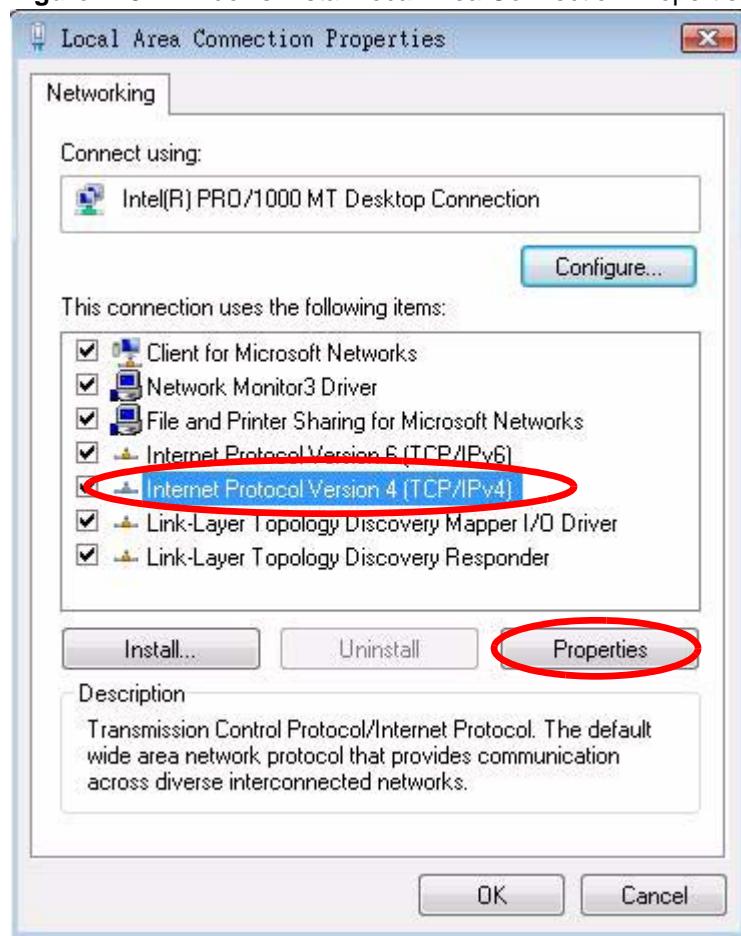
Figure 172 Windows Vista: Network and Sharing Center



During this procedure, click **Continue** whenever Windows displays a screen saying that it needs your permission to continue.

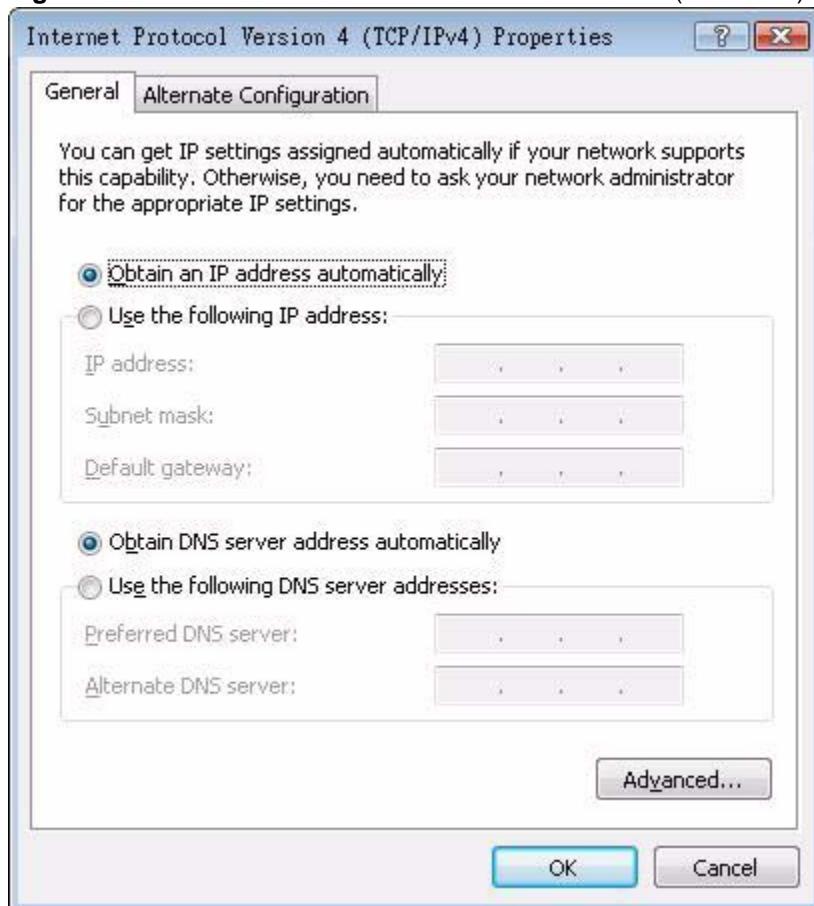
6 Select **Internet Protocol Version 4 (TCP/IPv4)** and then select **Properties**.

Figure 173 Windows Vista: Local Area Connection Properties



7 The Internet Protocol Version 4 (TCP/IPv4) Properties window opens.

Figure 174 Windows Vista: Internet Protocol Version 4 (TCP/IPv4) Properties



- 8 Select **Obtain an IP address automatically** if your network administrator or ISP assigns your IP address dynamically.
Select **Use the following IP Address** and fill in the **IP address**, **Subnet mask**, and **Default gateway** fields if you have a static IP address that was assigned to you by your network administrator or ISP. You may also have to enter a **Preferred DNS server** and an **Alternate DNS server**, if that information was provided. Click **Advanced**.
- 9 Click **OK** to close the **Internet Protocol (TCP/IP) Properties** window.
- 10 Click **OK** to close the **Local Area Connection Properties** window.

Verifying Settings

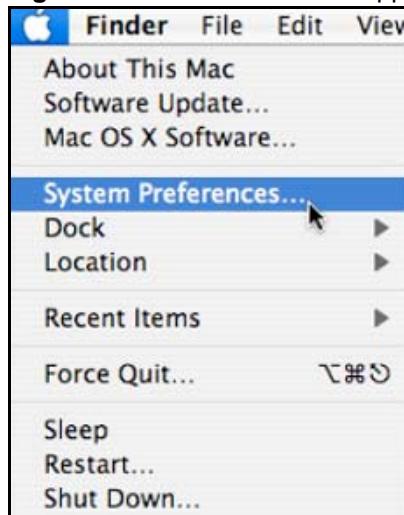
- 1 Click **Start > All Programs > Accessories > Command Prompt**.
- 2 In the **Command Prompt** window, type "ipconfig" and then press [ENTER].
You can also go to **Start > Control Panel > Network Connections**, right-click a network connection, click **Status** and then click the **Support** tab to view your IP address and connection information.

Mac OS X: 10.3 and 10.4

The screens in this section are from Mac OS X 10.4 but can also apply to 10.3.

- 1 Click **Apple > System Preferences**.

Figure 175 Mac OS X 10.4: Apple Menu



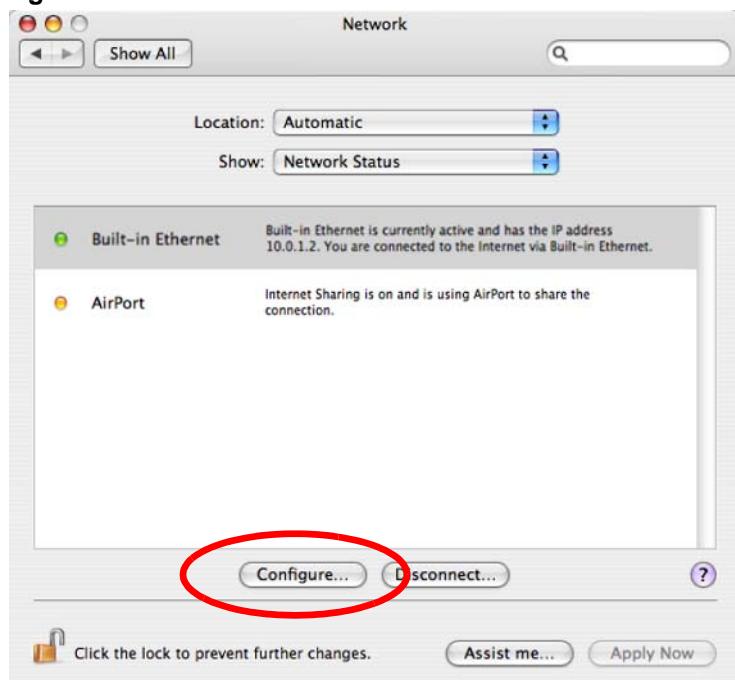
- 2 In the System Preferences window, click the **Network** icon.

Figure 176 Mac OS X 10.4: System Preferences



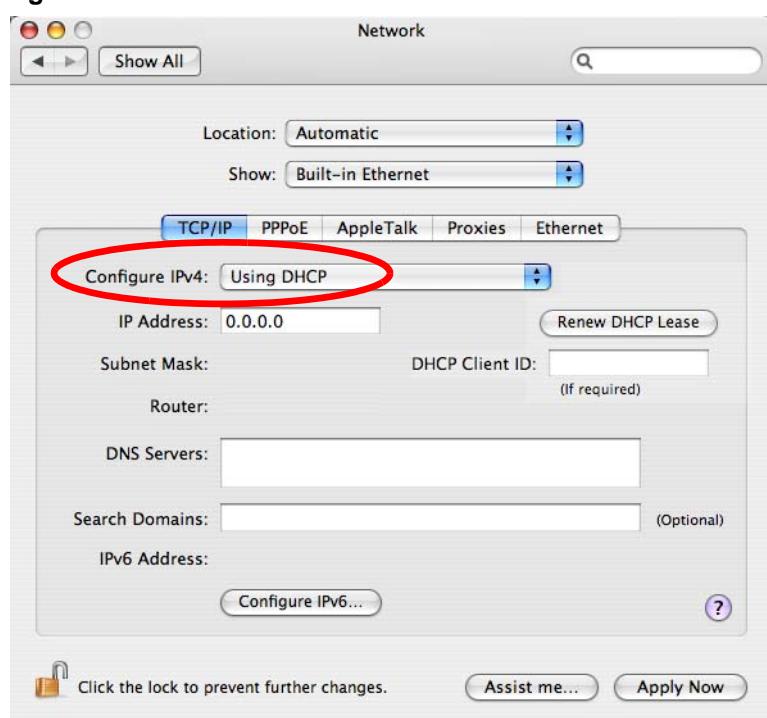
- 3 When the **Network** preferences pane opens, select **Built-in Ethernet** from the network connection type list, and then click **Configure**.

Figure 177 Mac OS X 10.4: Network Preferences

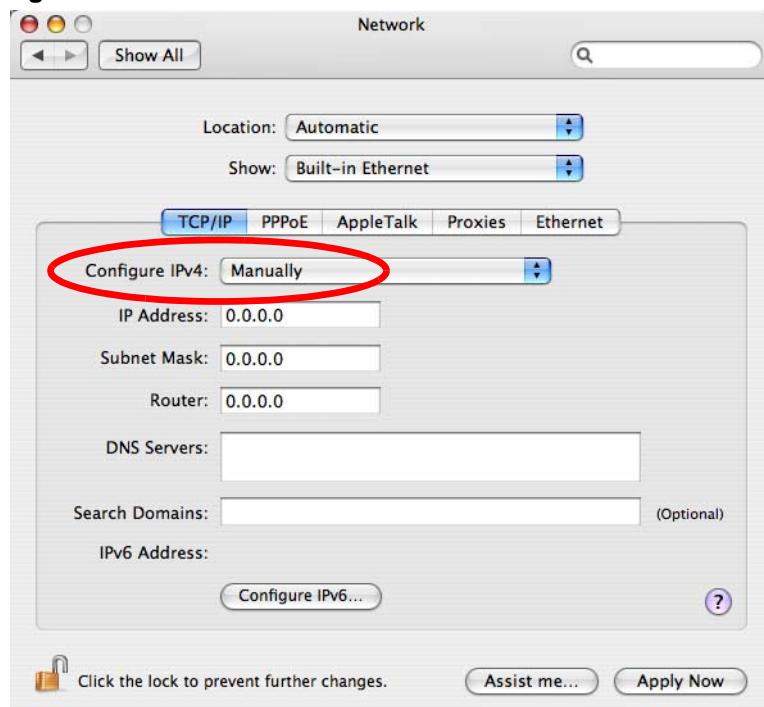


- 4 For dynamically assigned settings, select **Using DHCP** from the **Configure IPv4** list in the **TCP/IP** tab.

Figure 178 Mac OS X 10.4: Network Preferences > TCP/IP Tab.



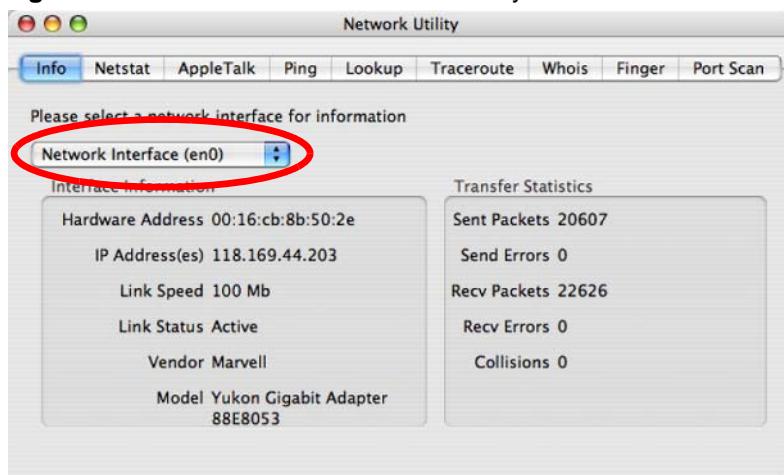
- 5** For statically assigned settings, do the following:
- From the **Configure IPv4** list, select **Manually**.
 - In the **IP Address** field, type your IP address.
 - In the **Subnet Mask** field, type your subnet mask.
 - In the **Router** field, type the IP address of your device.

Figure 179 Mac OS X 10.4: Network Preferences > Ethernet

- 6** Click **Apply Now** and close the window.

Verifying Settings

Check your TCP/IP properties by clicking **Applications > Utilities > Network Utilities**, and then selecting the appropriate **Network Interface** from the **Info** tab.

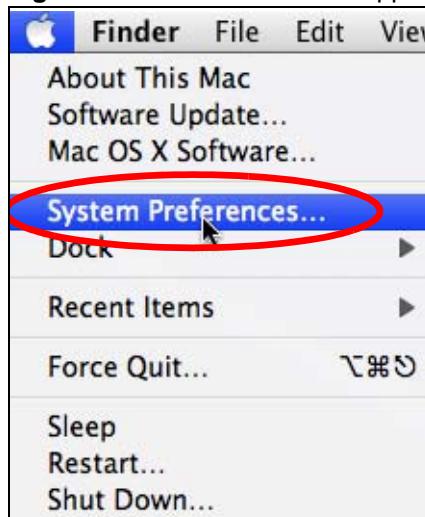
Figure 180 Mac OS X 10.4: Network Utility

Mac OS X: 10.5

The screens in this section are from Mac OS X 10.5.

- 1 Click **Apple > System Preferences**.

Figure 181 Mac OS X 10.5: Apple Menu



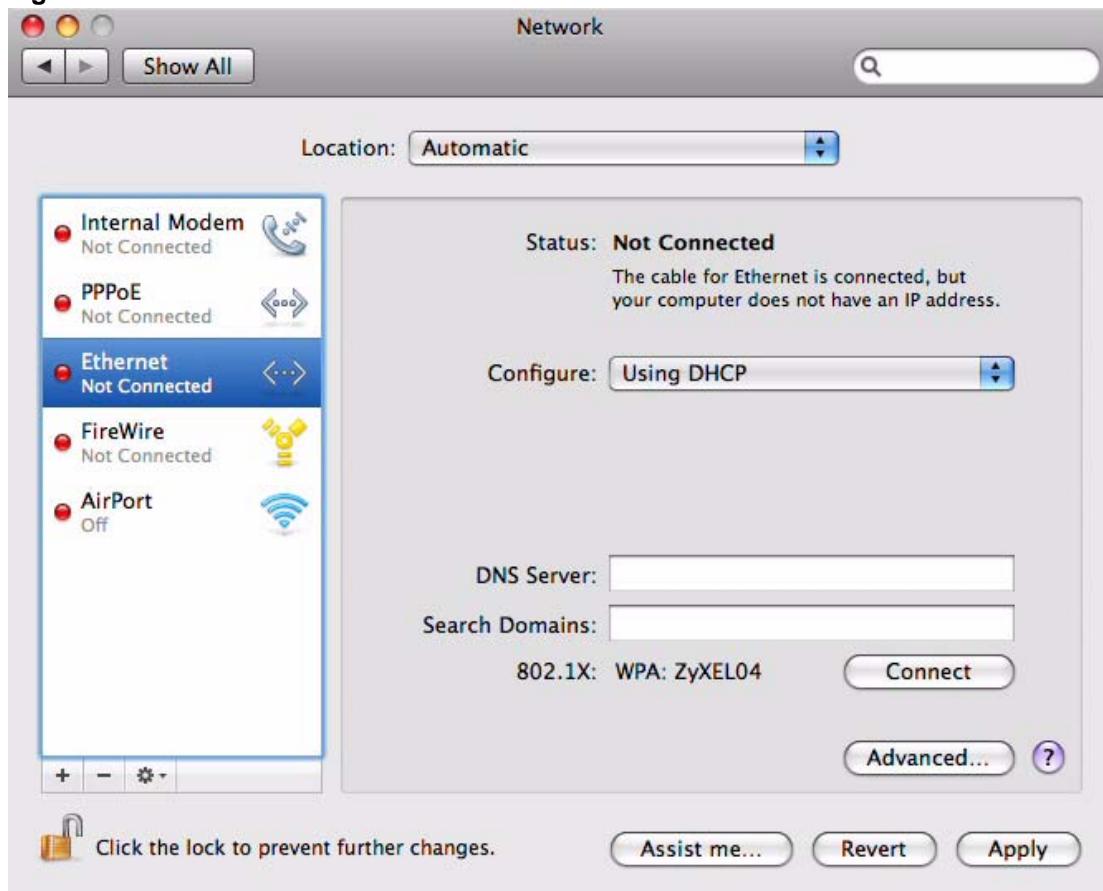
- 2 In System Preferences, click the **Network** icon.

Figure 182 Mac OS X 10.5: Systems Preferences



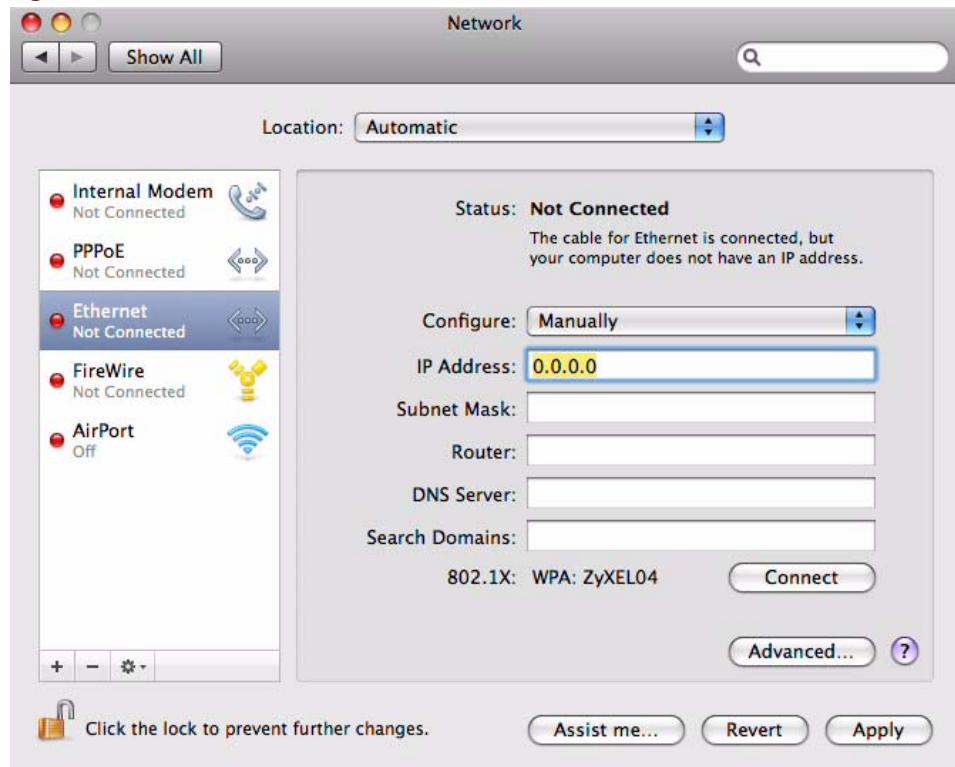
- 3 When the **Network** preferences pane opens, select **Ethernet** from the list of available connection types.

Figure 183 Mac OS X 10.5: Network Preferences > Ethernet



- 4 From the **Configure** list, select **Using DHCP** for dynamically assigned settings.
5 For statically assigned settings, do the following:
 - From the **Configure** list, select **Manually**.
 - In the **IP Address** field, enter your IP address.
 - In the **Subnet Mask** field, enter your subnet mask.
 - In the **Router** field, enter the IP address of your WiMAX Modem.

Figure 184 Mac OS X 10.5: Network Preferences > Ethernet

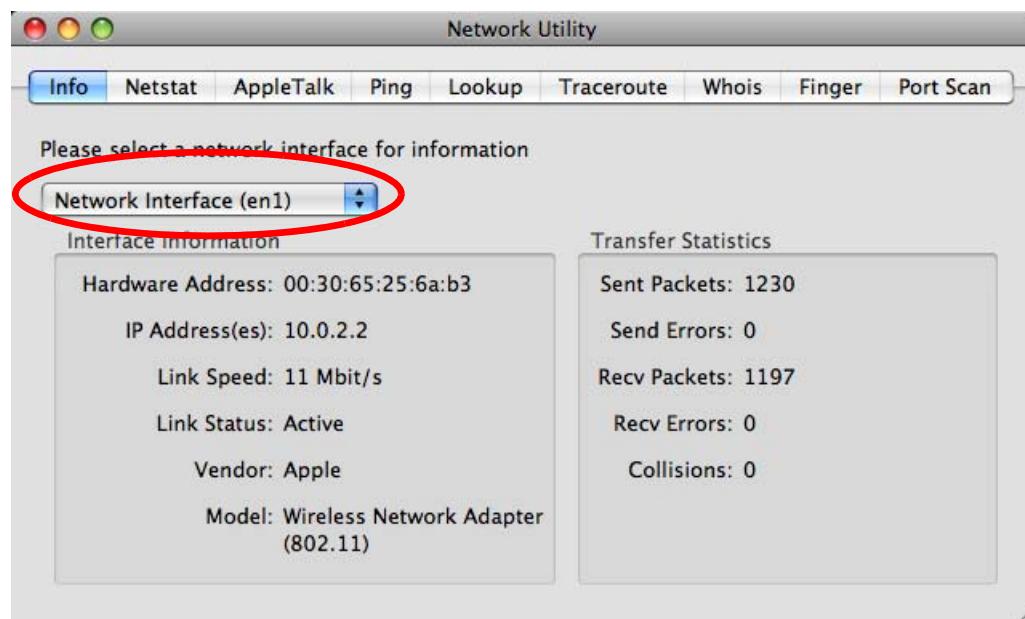


- 6 Click **Apply** and close the window.

Verifying Settings

Check your TCP/IP properties by clicking **Applications > Utilities > Network Utilities**, and then selecting the appropriate **Network interface** from the **Info** tab.

Figure 185 Mac OS X 10.5: Network Utility



Linux: Ubuntu 8 (GNOME)

This section shows you how to configure your computer's TCP/IP settings in the GNU Object Model Environment (GNOME) using the Ubuntu 8 Linux distribution. The procedure, screens and file locations may vary depending on your specific distribution, release version, and individual configuration. The following screens use the default Ubuntu 8 installation.

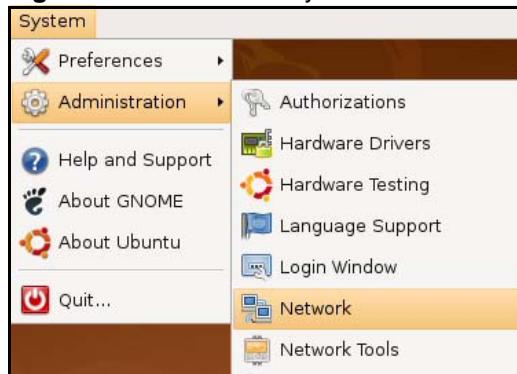


Make sure you are logged in as the root administrator.

Follow the steps below to configure your computer IP address in GNOME:

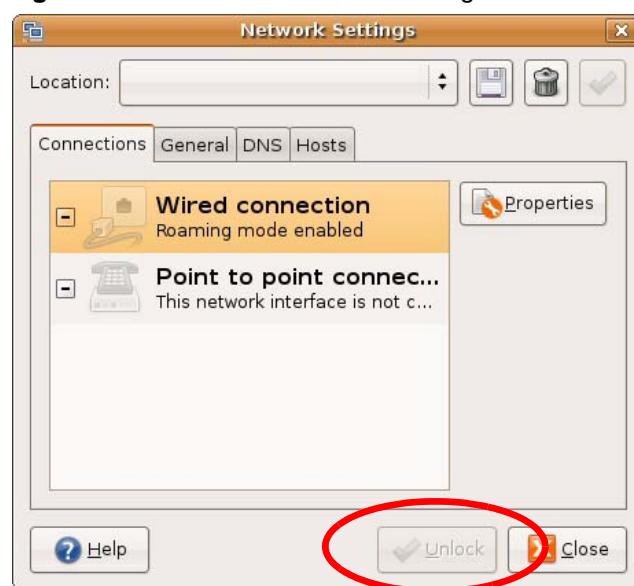
- 1 Click **System > Administration > Network**.

Figure 186 Ubuntu 8: System > Administration Menu



- 2 When the **Network Settings** window opens, click **Unlock** to open the **Authenticate** window. (By default, the **Unlock** button is greyed out until clicked.) You cannot make changes to your configuration unless you first enter your admin password.

Figure 187 Ubuntu 8: Network Settings > Connections



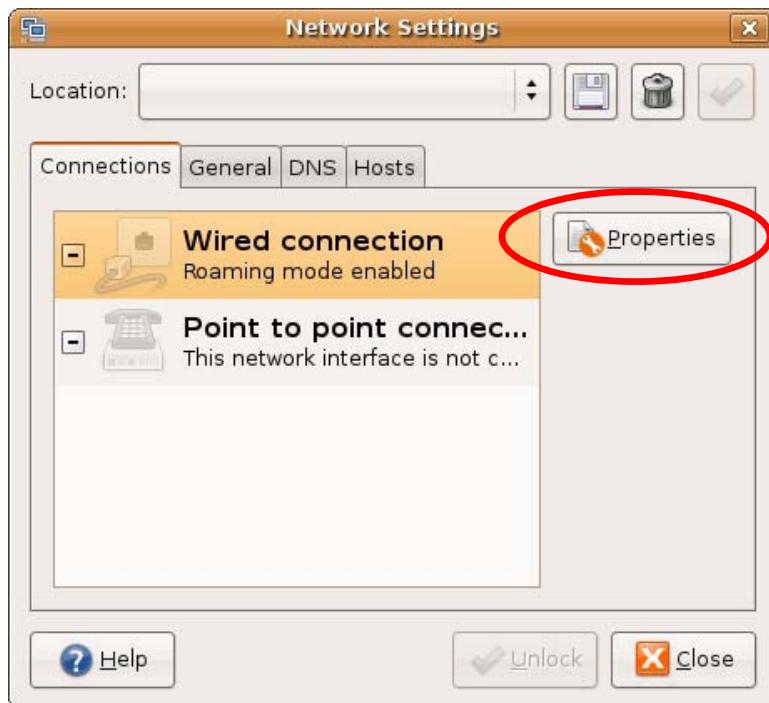
- 3 In the **Authenticate** window, enter your admin account name and password then click the **Authenticate** button.

Figure 188 Ubuntu 8: Administrator Account Authentication



- 4 In the **Network Settings** window, select the connection that you want to configure, then click **Properties**.

Figure 189 Ubuntu 8: Network Settings > Connections



- 5 The **Properties** dialog box opens.

Figure 190 Ubuntu 8: Network Settings > Properties

- In the **Configuration** list, select **Automatic Configuration (DHCP)** if you have a dynamic IP address.
 - In the **Configuration** list, select **Static IP address** if you have a static IP address. Fill in the **IP address**, **Subnet mask**, and **Gateway address** fields.
- 6** Click **OK** to save the changes and close the **Properties** dialog box and return to the **Network Settings** screen.
- 7** If you know your DNS server IP address(es), click the **DNS** tab in the **Network Settings** window and then enter the DNS server information in the fields provided.

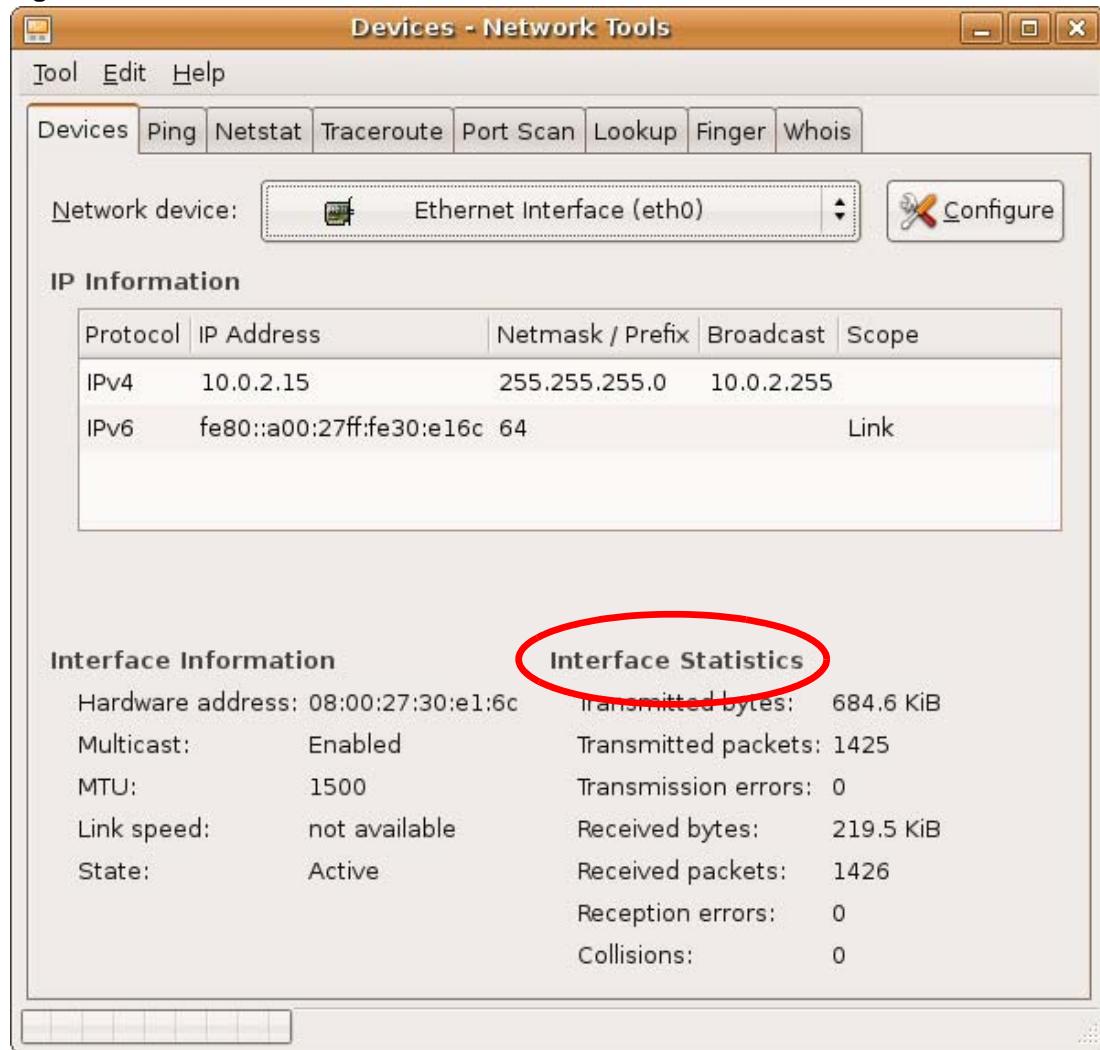
Figure 191 Ubuntu 8: Network Settings > DNS

- 8** Click the **Close** button to apply the changes.

Verifying Settings

Check your TCP/IP properties by clicking **System > Administration > Network Tools**, and then selecting the appropriate **Network device** from the **Devices** tab. The **Interface Statistics** column shows data if your connection is working properly.

Figure 192 Ubuntu 8: Network Tools



Linux: openSUSE 10.3 (KDE)

This section shows you how to configure your computer's TCP/IP settings in the K Desktop Environment (KDE) using the openSUSE 10.3 Linux distribution. The procedure, screens and file locations may vary depending on your specific distribution, release version, and individual configuration. The following screens use the default openSUSE 10.3 installation.

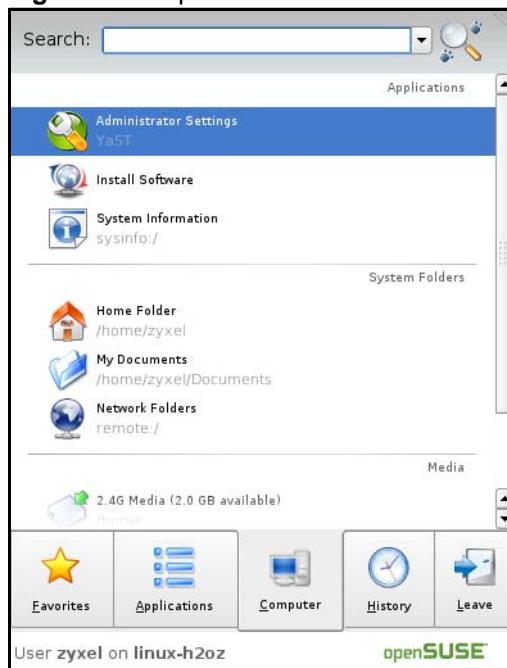


Make sure you are logged in as the root administrator.

Follow the steps below to configure your computer IP address in the KDE:

- 1 Click **K Menu > Computer > Administrator Settings (YaST)**.

Figure 193 openSUSE 10.3: K Menu > Computer Menu



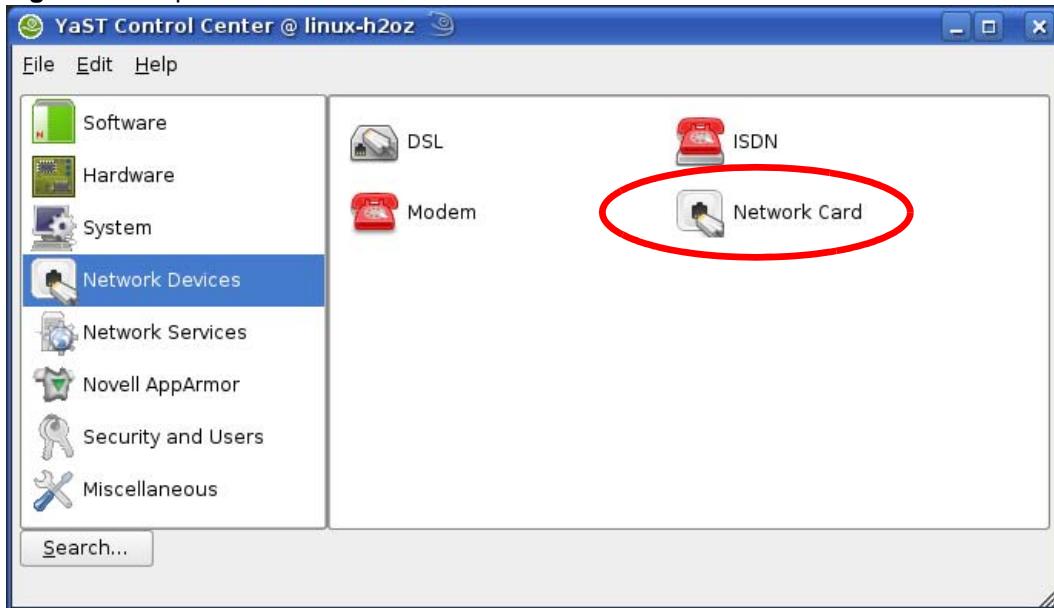
- 2 When the **Run as Root - KDE su** dialog opens, enter the admin password and click **OK**.

Figure 194 openSUSE 10.3: K Menu > Computer Menu



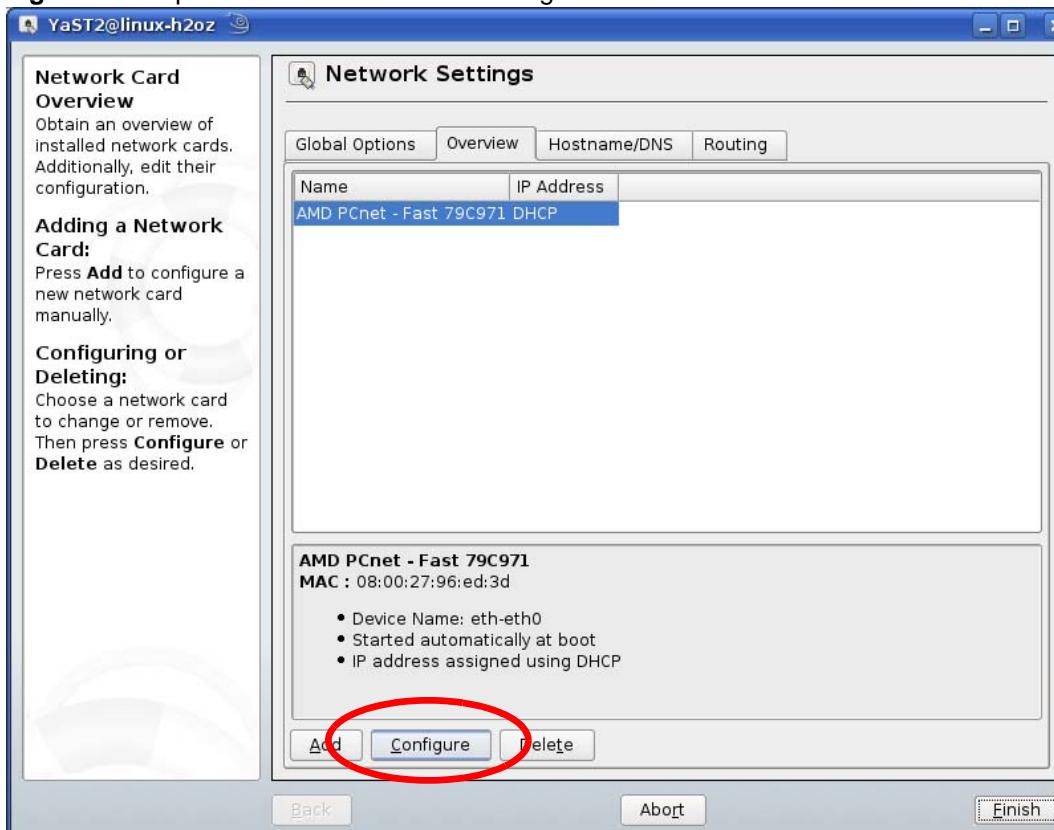
- 3** When the **YaST Control Center** window opens, select **Network Devices** and then click the **Network Card** icon.

Figure 195 openSUSE 10.3: YaST Control Center



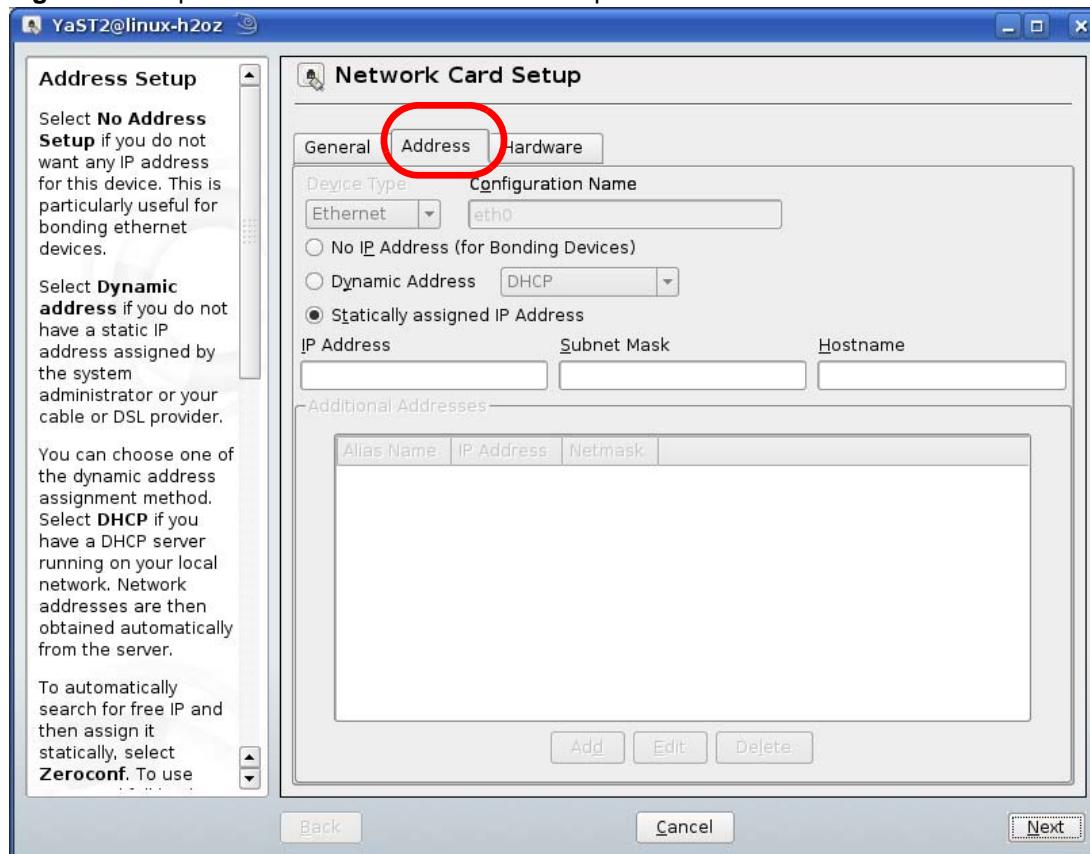
- 4** When the **Network Settings** window opens, click the **Overview** tab, select the appropriate connection **Name** from the list, and then click the **Configure** button.

Figure 196 openSUSE 10.3: Network Settings



5 When the **Network Card Setup** window opens, click the **Address** tab

Figure 197 openSUSE 10.3: Network Card Setup



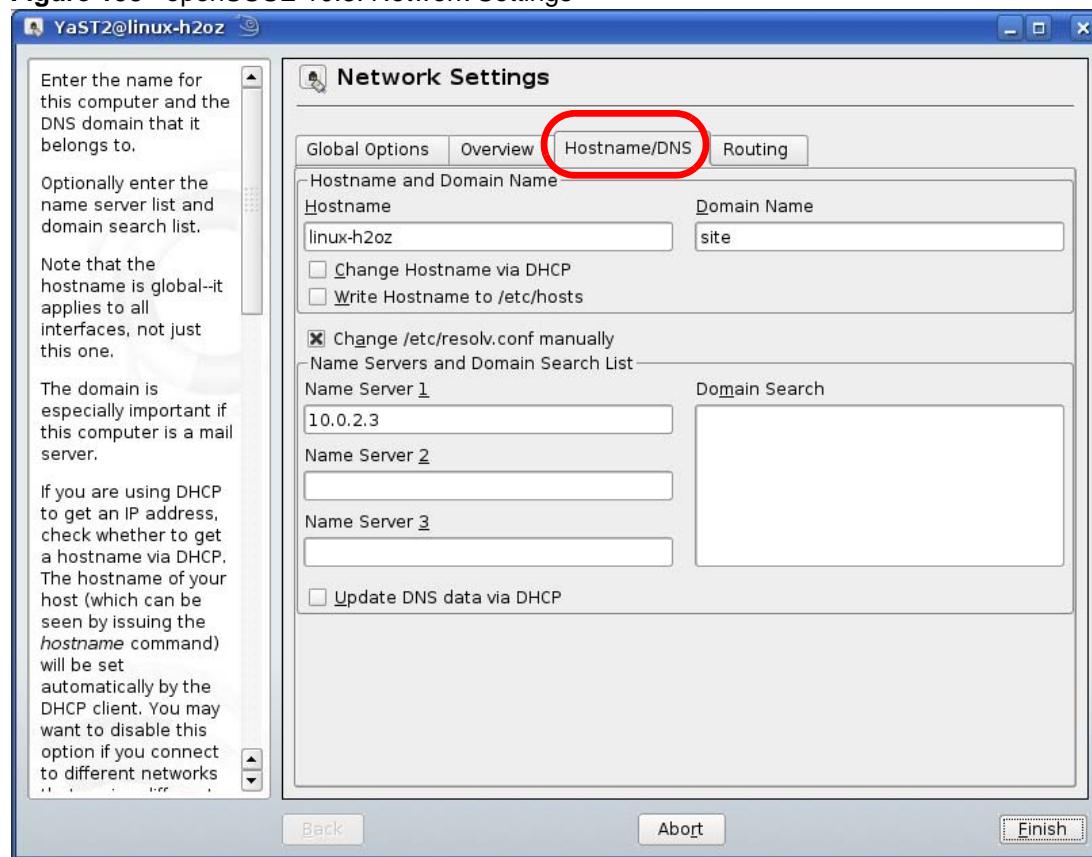
6 Select **Dynamic Address (DHCP)** if you have a dynamic IP address.

Select **Statically assigned IP Address** if you have a static IP address. Fill in the **IP address**, **Subnet mask**, and **Hostname** fields.

7 Click **Next** to save the changes and close the **Network Card Setup** window.

- 8** If you know your DNS server IP address(es), click the **Hostname/DNS** tab in **Network Settings** and then enter the DNS server information in the fields provided.

Figure 198 openSUSE 10.3: Network Settings



- 9** Click **Finish** to save your settings and close the window.

Verifying Settings

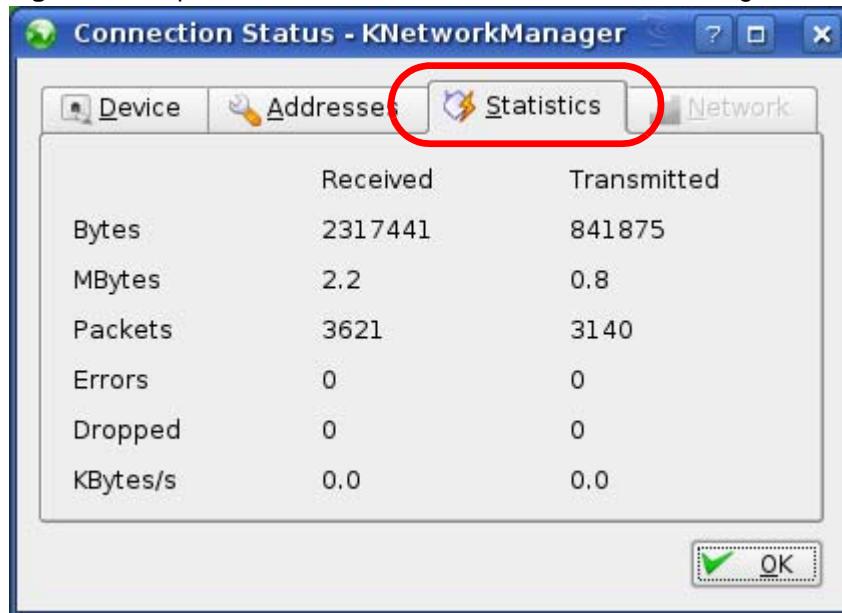
Click the **KNetwork Manager** icon on the **Task bar** to check your TCP/IP properties. From the **Options** sub-menu, select **Show Connection Information**.

Figure 199 openSUSE 10.3: KNetwork Manager



When the **Connection Status - KNetwork Manager** window opens, click the **Statistics** tab to see if your connection is working properly.

Figure 200 openSUSE: Connection Status - KNetwork Manager



	Received	Transmitted
Bytes	2317441	841875
MBytes	2.2	0.8
Packets	3621	3140
Errors	0	0
Dropped	0	0
KBytes/s	0.0	0.0

OK

Pop-up Windows, JavaScripts and Java Permissions

In order to use the web configurator you need to allow:

- Web browser pop-up windows from your device.
- JavaScripts (enabled by default).
- Java permissions (enabled by default).



Internet Explorer 6 screens are used here. Screens for other Internet Explorer versions may vary.

Internet Explorer Pop-up Blockers

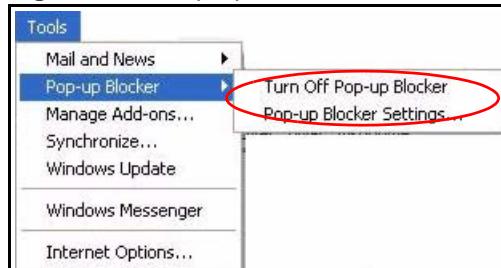
You may have to disable pop-up blocking to log into your device.

Either disable pop-up blocking (enabled by default in Windows XP SP (Service Pack) 2) or allow pop-up blocking and create an exception for your device's IP address.

Disable pop-up Blockers

- 1 In Internet Explorer, select **Tools**, **Pop-up Blocker** and then select **Turn Off Pop-up Blocker**.

Figure 201 Pop-up Blocker



You can also check if pop-up blocking is disabled in the **Pop-up Blocker** section in the **Privacy** tab.

- 1 In Internet Explorer, select **Tools**, **Internet Options**, **Privacy**.

- 2 Clear the **Block pop-ups** check box in the **Pop-up Blocker** section of the screen. This disables any web pop-up blockers you may have enabled.

Figure 202 Internet Options: Privacy



- 3 Click **Apply** to save this setting.

Enable pop-up Blockers with Exceptions

Alternatively, if you only want to allow pop-up windows from your device, see the following steps.

- 1 In Internet Explorer, select **Tools**, **Internet Options** and then the **Privacy** tab.
- 2 Select **Settings...** to open the **Pop-up Blocker Settings** screen.

Figure 203 Internet Options: Privacy

3 Type the IP address of your device (the web page that you do not want to have blocked) with the prefix “http://”. For example, http://192.168.167.1.

4 Click **Add** to move the IP address to the list of **Allowed sites**.

Figure 204 Pop-up Blocker Settings

5 Click **Close** to return to the **Privacy** screen.

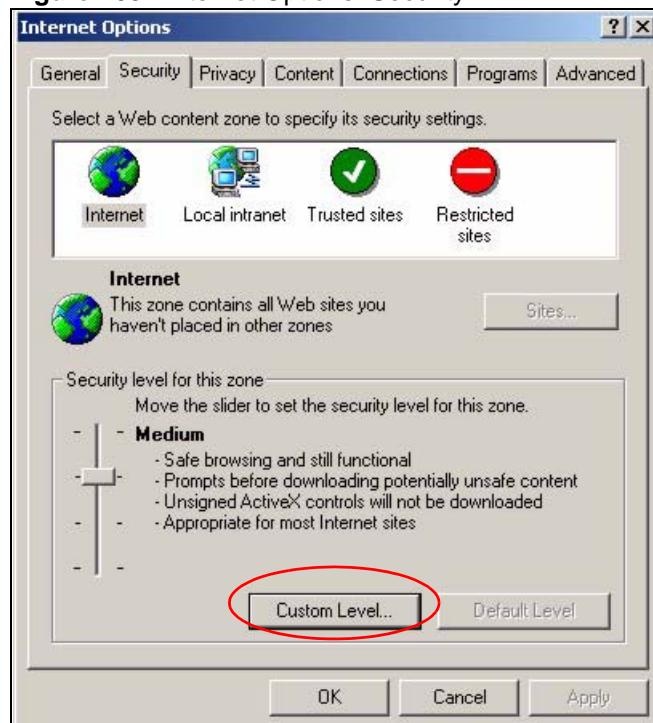
6 Click **Apply** to save this setting.

JavaScripts

If pages of the web configurator do not display properly in Internet Explorer, check that JavaScripts are allowed.

1 In Internet Explorer, click **Tools, Internet Options** and then the **Security** tab.

Figure 205 Internet Options: Security



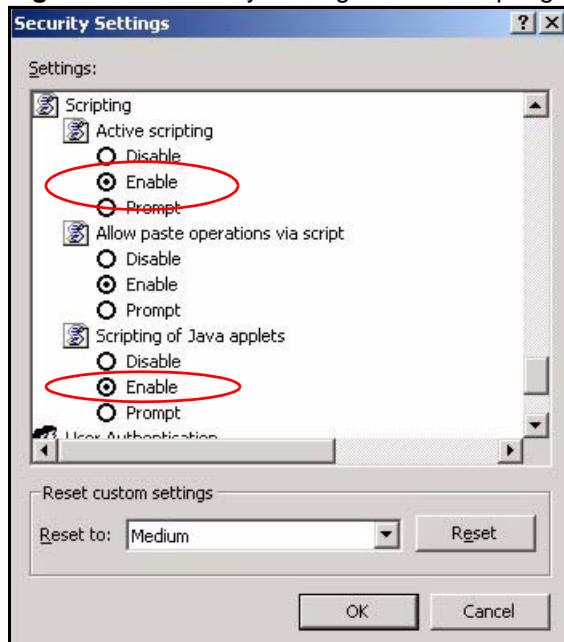
2 Click the **Custom Level...** button.

3 Scroll down to **Scripting**.

4 Under **Active scripting** make sure that **Enable** is selected (the default).

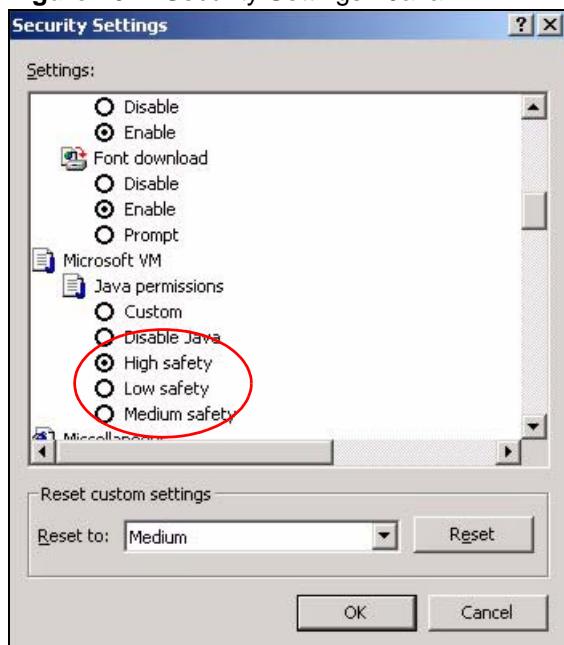
5 Under **Scripting of Java applets** make sure that **Enable** is selected (the default).

6 Click **OK** to close the window.

Figure 206 Security Settings - Java Scripting

Java Permissions

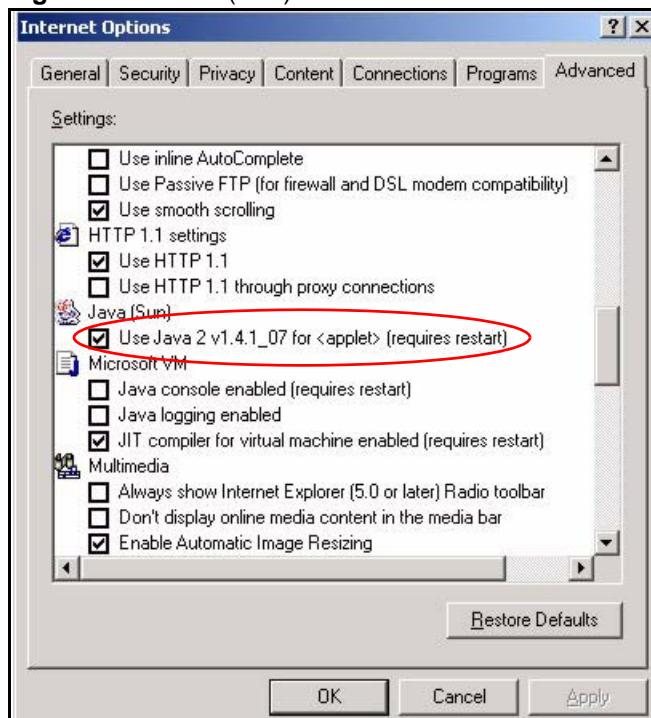
- 1 From Internet Explorer, click **Tools, Internet Options** and then the **Security** tab.
- 2 Click the **Custom Level...** button.
- 3 Scroll down to **Microsoft VM**.
- 4 Under **Java permissions** make sure that a safety level is selected.
- 5 Click **OK** to close the window.

Figure 207 Security Settings - Java

JAVA (Sun)

- 1 From Internet Explorer, click **Tools, Internet Options** and then the **Advanced** tab.
- 2 Make sure that **Use Java 2 for <applet>** under **Java (Sun)** is selected.
- 3 Click **OK** to close the window.

Figure 208 Java (Sun)



IP Addresses and Subnetting

This appendix introduces IP addresses and subnet masks.

IP addresses identify individual devices on a network. Every networking device (including computers, servers, routers, printers, etc.) needs an IP address to communicate across the network. These networking devices are also known as hosts.

Subnet masks determine the maximum number of possible hosts on a network. You can also use subnet masks to divide one network into multiple sub-networks.

Introduction to IP Addresses

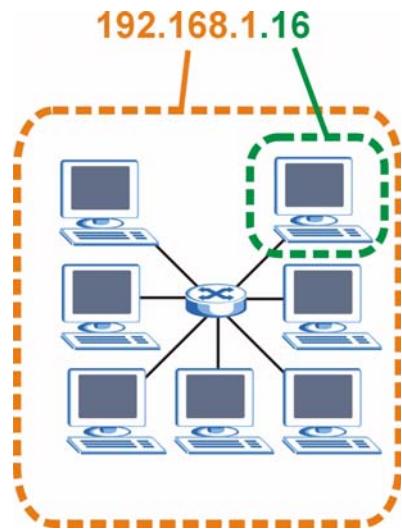
One part of the IP address is the network number, and the other part is the host ID. In the same way that houses on a street share a common street name, the hosts on a network share a common network number. Similarly, as each house has its own house number, each host on the network has its own unique identifying number - the host ID. Routers use the network number to send packets to the correct network, while the host ID determines to which host on the network the packets are delivered.

Structure

An IP address is made up of four parts, written in dotted decimal notation (for example, 192.168.1.1). Each of these four parts is known as an octet. An octet is an eight-digit binary number (for example 11000000, which is 192 in decimal notation).

Therefore, each octet has a possible range of 00000000 to 11111111 in binary, or 0 to 255 in decimal.

The following figure shows an example IP address in which the first three octets (192.168.1) are the network number, and the fourth octet (16) is the host ID.

Figure 209 Network Number and Host ID

How much of the IP address is the network number and how much is the host ID varies according to the subnet mask.

Subnet Masks

A subnet mask is used to determine which bits are part of the network number, and which bits are part of the host ID (using a logical AND operation). The term “subnet” is short for “sub-network”.

A subnet mask has 32 bits. If a bit in the subnet mask is a “1” then the corresponding bit in the IP address is part of the network number. If a bit in the subnet mask is “0” then the corresponding bit in the IP address is part of the host ID.

The following example shows a subnet mask identifying the network number (in bold text) and host ID of an IP address (192.168.1.2 in decimal).

Table 130 IP Address Network Number and Host ID Example

	1ST OCTET: (192)	2ND OCTET: (168)	3RD OCTET: (1)	4TH OCTET (2)
IP Address (Binary)	11000000	10101000	00000001	00000010
Subnet Mask (Binary)	11111111	11111111	11111111	00000000
Network Number	11000000	10101000	00000001	
Host ID				00000010

By convention, subnet masks always consist of a continuous sequence of ones beginning from the leftmost bit of the mask, followed by a continuous sequence of zeros, for a total number of 32 bits.

Subnet masks can be referred to by the size of the network number part (the bits with a “1” value). For example, an “8-bit mask” means that the first 8 bits of the mask are ones and the remaining 24 bits are zeroes.

Subnet masks are expressed in dotted decimal notation just like IP addresses. The following examples show the binary and decimal notation for 8-bit, 16-bit, 24-bit and 29-bit subnet masks.

Table 131 Subnet Masks

	BINARY				DECIMAL
	1ST OCTET	2ND OCTET	3RD OCTET	4TH OCTET	
8-bit mask	11111111	00000000	00000000	00000000	255.0.0.0
16-bit mask	11111111	11111111	00000000	00000000	255.255.0.0
24-bit mask	11111111	11111111	11111111	00000000	255.255.255.0
29-bit mask	11111111	11111111	11111111	11110000	255.255.255.248

Network Size

The size of the network number determines the maximum number of possible hosts you can have on your network. The larger the number of network number bits, the smaller the number of remaining host ID bits.

An IP address with host IDs of all zeros is the IP address of the network (192.168.1.0 with a 24-bit subnet mask, for example). An IP address with host IDs of all ones is the broadcast address for that network (192.168.1.255 with a 24-bit subnet mask, for example).

As these two IP addresses cannot be used for individual hosts, calculate the maximum number of possible hosts in a network as follows:

Table 132 Maximum Host Numbers

SUBNET MASK	HOST ID SIZE		MAXIMUM NUMBER OF HOSTS
8 bits	255.0.0.0	24 bits	$2^{24} - 2$ 16777214
16 bits	255.255.0.0	16 bits	$2^{16} - 2$ 65534
24 bits	255.255.255.0	8 bits	$2^8 - 2$ 254
29 bits	255.255.255.248	3 bits	$2^3 - 2$ 6

Notation

Since the mask is always a continuous number of ones beginning from the left, followed by a continuous number of zeros for the remainder of the 32 bit mask, you can simply specify the number of ones instead of writing the value of each octet. This is usually specified by writing a “/” followed by the number of bits in the mask after the address.

For example, 192.1.1.0 /25 is equivalent to saying 192.1.1.0 with subnet mask 255.255.255.128.

The following table shows some possible subnet masks using both notations.

Table 133 Alternative Subnet Mask Notation

SUBNET MASK	ALTERNATIVE NOTATION	LAST OCTET (BINARY)	LAST OCTET (DECIMAL)
255.255.255.0	/24	0000 0000	0
255.255.255.128	/25	1000 0000	128

Table 133 Alternative Subnet Mask Notation (continued)

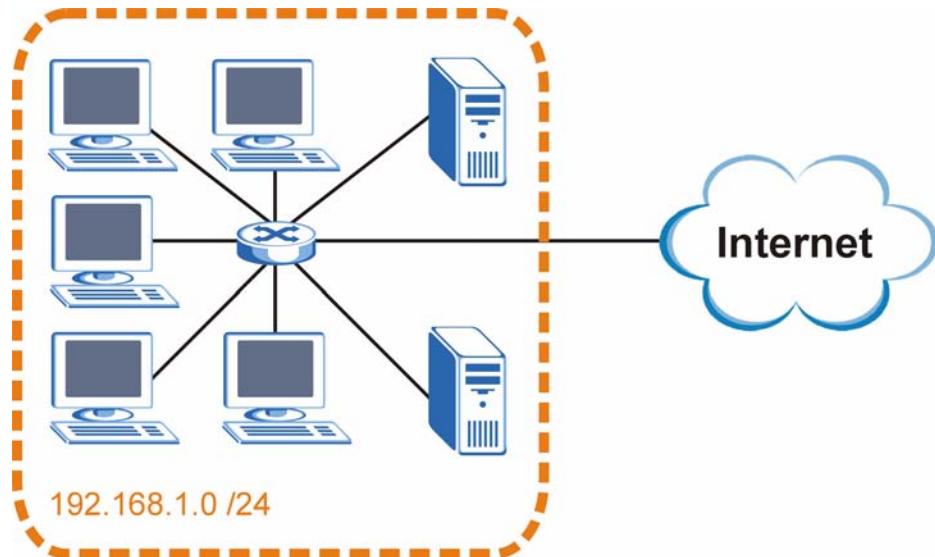
SUBNET MASK	ALTERNATIVE NOTATION	LAST OCTET (BINARY)	LAST OCTET (DECIMAL)
255.255.255.192	/26	1100 0000	192
255.255.255.224	/27	1110 0000	224
255.255.255.240	/28	1111 0000	240
255.255.255.248	/29	1111 1000	248
255.255.255.252	/30	1111 1100	252

Subnetting

You can use subnetting to divide one network into multiple sub-networks. In the following example a network administrator creates two sub-networks to isolate a group of servers from the rest of the company network for security reasons.

In this example, the company network address is 192.168.1.0. The first three octets of the address (192.168.1) are the network number, and the remaining octet is the host ID, allowing a maximum of $2^8 - 2$ or 254 possible hosts.

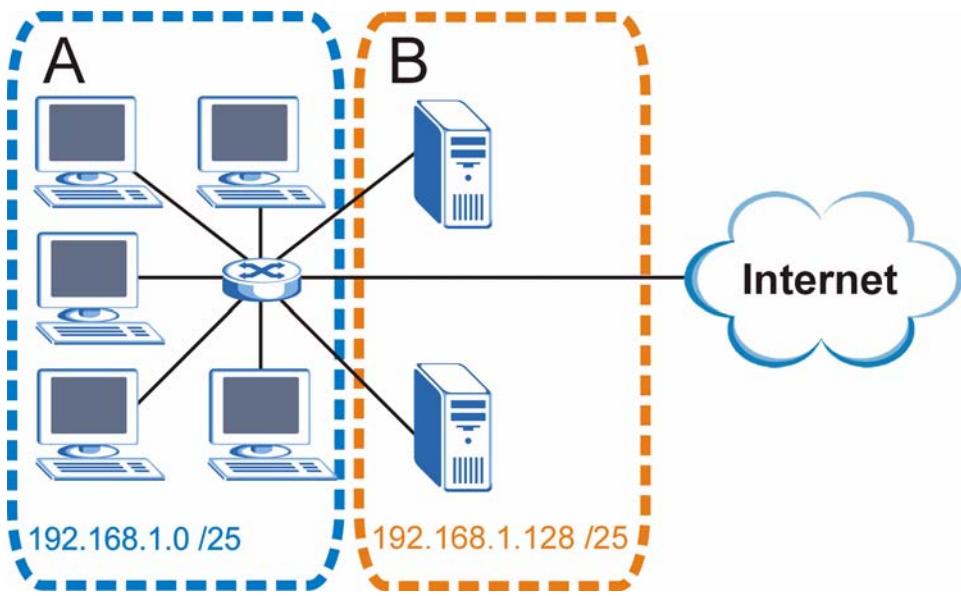
The following figure shows the company network before subnetting.

Figure 210 Subnetting Example: Before Subnetting

You can “borrow” one of the host ID bits to divide the network 192.168.1.0 into two separate sub-networks. The subnet mask is now 25 bits (255.255.255.128 or /25).

The “borrowed” host ID bit can have a value of either 0 or 1, allowing two subnets; 192.168.1.0 /25 and 192.168.1.128 /25.

The following figure shows the company network after subnetting. There are now two sub-networks, **A** and **B**.

Figure 211 Subnetting Example: After Subnetting

In a 25-bit subnet the host ID has 7 bits, so each sub-network has a maximum of $2^7 - 2$ or 126 possible hosts (a host ID of all zeroes is the subnet's address itself, all ones is the subnet's broadcast address).

192.168.1.0 with mask 255.255.255.128 is subnet A itself, and 192.168.1.127 with mask 255.255.255.128 is its broadcast address. Therefore, the lowest IP address that can be assigned to an actual host for subnet A is 192.168.1.1 and the highest is 192.168.1.126.

Similarly, the host ID range for subnet B is 192.168.1.129 to 192.168.1.254.

Example: Four Subnets

The previous example illustrated using a 25-bit subnet mask to divide a 24-bit address into two subnets. Similarly, to divide a 24-bit address into four subnets, you need to “borrow” two host ID bits to give four possible combinations (00, 01, 10 and 11). The subnet mask is 26 bits (11111111.11111111.11111111.11000000) or 255.255.255.192.

Each subnet contains 6 host ID bits, giving $2^6 - 2$ or 62 hosts for each subnet (a host ID of all zeroes is the subnet itself, all ones is the subnet's broadcast address).

Table 134 Subnet 1

IP/SUBNET MASK	NETWORK NUMBER	LAST OCTET BIT VALUE
IP Address (Decimal)	192.168.1.	0
IP Address (Binary)	11000000.10101000.00000001.	00000000
Subnet Mask (Binary)	11111111.11111111.11111111.	11000000
Subnet Address: 192.168.1.0	Lowest Host ID: 192.168.1.1	
Broadcast Address: 192.168.1.63	Highest Host ID: 192.168.1.62	

Table 135 Subnet 2

IP/SUBNET MASK	NETWORK NUMBER	LAST OCTET BIT VALUE
IP Address	192.168.1.	64
IP Address (Binary)	11000000.10101000.00000001.	01000000
Subnet Mask (Binary)	11111111.11111111.11111111.	11000000
Subnet Address: 192.168.1.64	Lowest Host ID: 192.168.1.65	
Broadcast Address: 192.168.1.127	Highest Host ID: 192.168.1.126	

Table 136 Subnet 3

IP/SUBNET MASK	NETWORK NUMBER	LAST OCTET BIT VALUE
IP Address	192.168.1.	128
IP Address (Binary)	11000000.10101000.00000001.	10000000
Subnet Mask (Binary)	11111111.11111111.11111111.	11000000
Subnet Address: 192.168.1.128	Lowest Host ID: 192.168.1.129	
Broadcast Address: 192.168.1.191	Highest Host ID: 192.168.1.190	

Table 137 Subnet 4

IP/SUBNET MASK	NETWORK NUMBER	LAST OCTET BIT VALUE
IP Address	192.168.1.	192
IP Address (Binary)	11000000.10101000.00000001.	11000000
Subnet Mask (Binary)	11111111.11111111.11111111.	11000000
Subnet Address: 192.168.1.192	Lowest Host ID: 192.168.1.193	
Broadcast Address: 192.168.1.255	Highest Host ID: 192.168.1.254	

Example: Eight Subnets

Similarly, use a 27-bit mask to create eight subnets (000, 001, 010, 011, 100, 101, 110 and 111).

The following table shows IP address last octet values for each subnet.

Table 138 Eight Subnets

SUBNET	SUBNET ADDRESS	FIRST ADDRESS	LAST ADDRESS	BROADCAST ADDRESS
1	0	1	30	31
2	32	33	62	63
3	64	65	94	95
4	96	97	126	127

Table 138 Eight Subnets (continued)

SUBNET	SUBNET ADDRESS	FIRST ADDRESS	LAST ADDRESS	BROADCAST ADDRESS
5	128	129	158	159
6	160	161	190	191
7	192	193	222	223
8	224	225	254	255

Subnet Planning

The following table is a summary for subnet planning on a network with a 24-bit network number.

Table 139 24-bit Network Number Subnet Planning

NO. "BORROWED" HOST BITS	SUBNET MASK	NO. SUBNETS	NO. HOSTS PER SUBNET
1	255.255.255.128 (/25)	2	126
2	255.255.255.192 (/26)	4	62
3	255.255.255.224 (/27)	8	30
4	255.255.255.240 (/28)	16	14
5	255.255.255.248 (/29)	32	6
6	255.255.255.252 (/30)	64	2
7	255.255.255.254 (/31)	128	1

The following table is a summary for subnet planning on a network with a 16-bit network number.

Table 140 16-bit Network Number Subnet Planning

NO. "BORROWED" HOST BITS	SUBNET MASK	NO. SUBNETS	NO. HOSTS PER SUBNET
1	255.255.128.0 (/17)	2	32766
2	255.255.192.0 (/18)	4	16382
3	255.255.224.0 (/19)	8	8190
4	255.255.240.0 (/20)	16	4094
5	255.255.248.0 (/21)	32	2046
6	255.255.252.0 (/22)	64	1022
7	255.255.254.0 (/23)	128	510
8	255.255.255.0 (/24)	256	254
9	255.255.255.128 (/25)	512	126
10	255.255.255.192 (/26)	1024	62
11	255.255.255.224 (/27)	2048	30
12	255.255.255.240 (/28)	4096	14
13	255.255.255.248 (/29)	8192	6

Table 140 16-bit Network Number Subnet Planning (continued)

NO. "BORROWED" HOST BITS	SUBNET MASK	NO. SUBNETS	NO. HOSTS PER SUBNET
14	255.255.255.252 (/30)	16384	2
15	255.255.255.254 (/31)	32768	1

Configuring IP Addresses

Where you obtain your network number depends on your particular situation. If the ISP or your network administrator assigns you a block of registered IP addresses, follow their instructions in selecting the IP addresses and the subnet mask.

If the ISP did not explicitly give you an IP network number, then most likely you have a single user account and the ISP will assign you a dynamic IP address when the connection is established. If this is the case, it is recommended that you select a network number from 192.168.0.0 to 192.168.255.0. The Internet Assigned Number Authority (IANA) reserved this block of addresses specifically for private use; please do not use any other number unless you are told otherwise. You must also enable Network Address Translation (NAT) on the V500.

Once you have decided on the network number, pick an IP address for your V500 that is easy to remember (for instance, 192.168.1.1) but make sure that no other device on your network is using that IP address.

The subnet mask specifies the network number portion of an IP address. Your V500 will compute the subnet mask automatically based on the IP address that you entered. You don't need to change the subnet mask computed by the V500 unless you are instructed to do otherwise.

Private IP Addresses

Every machine on the Internet must have a unique address. If your networks are isolated from the Internet (running only between two branch offices, for example) you can assign any IP addresses to the hosts without problems. However, the Internet Assigned Numbers Authority (IANA) has reserved the following three blocks of IP addresses specifically for private networks:

- 10.0.0.0 — 10.255.255.255
- 172.16.0.0 — 172.31.255.255
- 192.168.0.0 — 192.168.255.255

You can obtain your IP address from the IANA, from an ISP, or it can be assigned from a private network. If you belong to a small organization and your Internet access is through an ISP, the ISP can provide you with the Internet addresses for your local networks. On the other hand, if you are part of a much larger organization, you should consult your network administrator for the appropriate IP addresses.

Regardless of your particular situation, do not create an arbitrary IP address; always follow the guidelines above. For more information on address assignment, please refer to RFC 1597, *Address Allocation for Private Internets* and RFC 1466, *Guidelines for Management of IP Address Space*.

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- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operations.

This device has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

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- 1 Reorient or relocate the receiving antenna.
- 2 Increase the separation between the equipment and the receiver.
- 3 Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4 Consult the dealer or an experienced radio/TV technician for help.

Notices

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Index

A

AbS 190
 account assign 71, 72
 account keys 36
 account name 117
 ACK message 186
 action keys 37
 activating features 64
 active call information 67
 address 173
 address assignment 173
 adjusting the display 66
 advanced setting 66
 advanced settings 98, 103
 alphanumeric keypad 37
 alternative subnet mask notation 273
 analysis-by-synthesis 190
 anonymous call 66
 assign account 71, 72
 auto-provisioning 66, 144
 expire time 149
 protocol 145
 retry time 151
 server 146, 148

B

backup configuration 223
 block caller 71
 block list 66, 92, 94, 207
 brightness 66
 BYE request 186

C

cable channels 40
 call blocking 94
 call forward 66
 call forwarding 84, 85, 198, 202
 call preference 66

call waiting 198
 caller blocking 71
 caller group 70, 92
 caller group ring tone 82
 caller ID 84, 135, 198
 calling 67
 calling a contact 73
 certifications 279
 notices 280
 viewing 280
 circuit-switched telephone networks 177
 Class of Service (CoS) 191
 clicks 190
 client server
 SIP 186
 client-server protocol 186
 codec 132, 189
 coder 132
 coder/decoder 189
 comfort noise generation 196, 236
 conditional call forwarding 66, 85
 configuration
 backup 223
 reset the factory defaults 225
 restore 224
 contact information 283
 contact list 66, 69, 72, 73, 91, 92, 204
 contrast 66
 copyright 279
 CoS 191
 custom keys 38, 103, 152, 198
 customer support 283

D

date 67
 Daylight saving 217
 DHCP 104
 deactivating features 64
 decoder 132, 189
 DHCP 103, 104, 115, 175
 dialing screen 73
 differentiated services 191

DiffServ **191**

DiffServ Code Point (DSCP) **191**

DiffServ marking rule **191**

dimensions **235**

disabling features **64**

disclaimer **279**

display adjustment **66**

DnD **38**

DnD white list **66**

DnD white list **92, 95, 208**

DNS **79, 114, 175**

DNS SRV **134**

Do not Disturb **38, 95**

Domain Name System **114**

DS field **191**

DSCPs **191**

DTMF **190**

dual-tone multi-frequency

 see DTMF

dynamic IP address **103, 104, 115**

dynamic jitter buffer **236**

E

echo cancellation **196, 236**

enabling features **64**

entering text **64**

F

FCC interference statement **279**

feature keys **152**

features **35**

firmware **65**

Firmware upload **221**

 file extension

 using HTTP

forward number **66**

frequency pairs **190**

front panel **35**

FTP **34**

function keys **38**

G

G.168 **196, 236**

G.711 **132, 190**

G.723 **132, 190**

G.726 **132, 190**

G.729 **132, 190**

gateway **80, 109**

group **66, 92**

group list **206**

H

handset **36, 40**

hang up **38**

hardware **35**

hardware connections **35, 161**

headphone socket **38**

headphones **38**

headset **38**

headset volume **65**

host ID **174**

humidity **235**

hybrid waveform codec **190**

I

IANA **173, 278**

IEEE 802.1Q VLAN **192**

Internet access **175**

Internet Assigned Numbers Authority

 See IANA **278**

Internet Protocol Private Branch Exchange **33**

Internet Telephony Service Provider **32**

Internet telephony service provider **177**

IP address **65, 78, 79, 103, 161, 173, 174**

IP to IP Calls **33**

IP-PBX **33, 177**

ITSP **32, 177**

ITU-T **196**

J

jitter buffer **236**

K

keep alive **135**
 keypad **37**
 keypad characters **64**

L

LCD screen **36, 40, 153**
 brightness **154**
 contrast **154**
 LCD screen display settings **103**
 line keys **36**
 logs **219**
 loudspeaker **38**
 lowercase mode **64**

M

MAC address **65**
 managing the device
 good habits **34**
 using FTP. See FTP.
 using SPTGEN. See SPTGEN.
 mask **174**
 Menu key **36, 70, 77**
 menu navigation **61**
 menus
 overview **65**
 message bar **67**
 message waiting indication **191**
 microphone **37**
 microphone socket **38**
 model name **65**
 multimedia **177**
 mute **38**
 MWI **191**

N

NAT **278**
 Network Address Translation (see also NAT) **135**
 NAT (Network Address Translation) **188**
 NAT routers **189**
 navigation **61**

navigation panel **164**
 Navigator key **36**
 network address translators **189**
 network connections **35**
 network number **174**
 network setting **66**
 network settings **104**
 number keys **37**
 number mode **64**

O

OK response **186**
 outbound proxy **135, 139, 189**
 SIP **189**
 outbound proxy server **189**

P

paging **179**
 password **161, 162**
 PBX services **177**
 PC port **39**
 PCM **190**
 peer-to-peer calls **33**
 per-hop behavior **191**
 PHB (per-hop behavior) **191**
 phone functions **35**
 phone volume **65**
 phonebook **66, 69, 91, 201**
 call contact **73**
 delete **73**
 edit **72**
 name search **75**
 number search **74**
 Phonebook key **36**
 physical features **35**
 PoE **39, 238**
 power output **238**
 PoE specifications **238**
 Point **33**
 Point to Point Calls **33**
 Point-to-Point Protocol over Ethernet **174**
 power **39**
 Power over Ethernet **39**
 see PoE
 power specification **235**

PPPoE **103, 104, 105, 174, 175**
 dial-up connection
private IP address **173**
private networks **173**
product registration **281**
programmable feature key **66**
proxy server
 SIP **187**
PSTN **190**
Public Switched Telephone Network **190**
pulse code modulation **190**
pulse dialing **190**

Q

QoS **191, 236**
quality of service
 see QoS
Quick Start Guide **161**

R

real-time transport protocol **188**
rear panel **35**
redirect server
 SIP **188**
register server
 SIP **188**
registration
 product **281**
related documentation **3**
required bandwidth **190**
reset **40**
reset button **225**
restart **67, 99**
restore configuration **224**
RFC 1631 **188**
RFC 1889 **188**
RFC 3489 **189**
RFC 3842 **191**
ring volume **65**
ringtones **65, 81**
RJ-11 **40**
RTP **188**

S

safety warnings **6**
screws **238**
see QoS
server, outbound proxy **189**
session initiation protocol
 see SIP
side panel **35**
silence suppression **195, 236**
SIP **177**
SIP account **71, 72, 103, 186**
SIP account configuration **116**
SIP account keys **36**
SIP account name **117**
SIP account tabs **67**
SIP ACK message **186**
SIP authentication ID **129**
SIP authentication password **131**
SIP backup server **142**
SIP BYE request **186**
SIP call progression **186**
SIP client **187**
SIP client server **186**
SIP configuration **66**
SIP identities **186**
SIP INVITE request **186**
SIP local port **120**
SIP number **118, 186**
SIP OK response **186**
SIP outbound proxy **189**
SIP proxy server **187**
SIP redirect server **188**
SIP register server **188**
SIP registrar port **126**
SIP registrar server **125**
SIP server **116**
SIP server address **122**
SIP server port **123**
SIP servers **186**
SIP service domain **128, 186**
SIP URI **186**
SIP user agent **187**
softkeys **36**
sound quality **190**
speaker **38**
speaker volume **65**
speakerphone **37**
specific call forwarding **88**

specific forward **66**
 speed dial **66, 92, 96, 98, 196**
SPTGEN 34
stand 39
Static IP address 109
static IP address 103, 104, 175
status 67
status bar 165
status screen 163
STUN 135, 136, 189
subnet 271
subnet mask 79, 109, 174, 272
subnetting 274
supplementary services 198
symbol mode 64
syntax conventions 4
system name 65, 79, 214
System restart 225

T

TCP/IP 175
telephone keys 190
temperature 235
The 201
time and date 67
Time setting 216
timeout setting 66
title bar 163
ToS 191
Touch Tone® 190
trademarks 279
Type of Service 191

U

unconditional call forwarding **66, 85**
uniform resource identifier 186
uppercase mode 64
URL 161
use NAT 189
user agent, SIP 187

V

VAD 195, 236
virtual local area network
 see VLAN
VLAN 191
VLAN group 192
VLAN ID 192
VLAN ID tags 192
VLAN tags 192
voice activity detection 195, 236
voice codec 132
voice coding 189
voice mail 177
voice over IP
 see VoIP
voicemail 38, 133
VoIP 177
VoIP password 131
VoIP status 65, 78, 80
VoIP user name 129
volume 65, 82, 83
volume keys 37

W

wall-mounting 39
WAN port 39
warranty 280
 note 280
waveform codec 190
web configurator 161
white list 92, 95, 208

